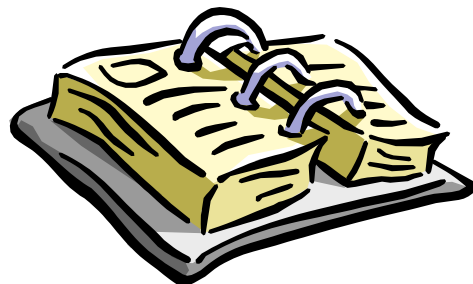


Health, Housing & Social Services Referral Scheme



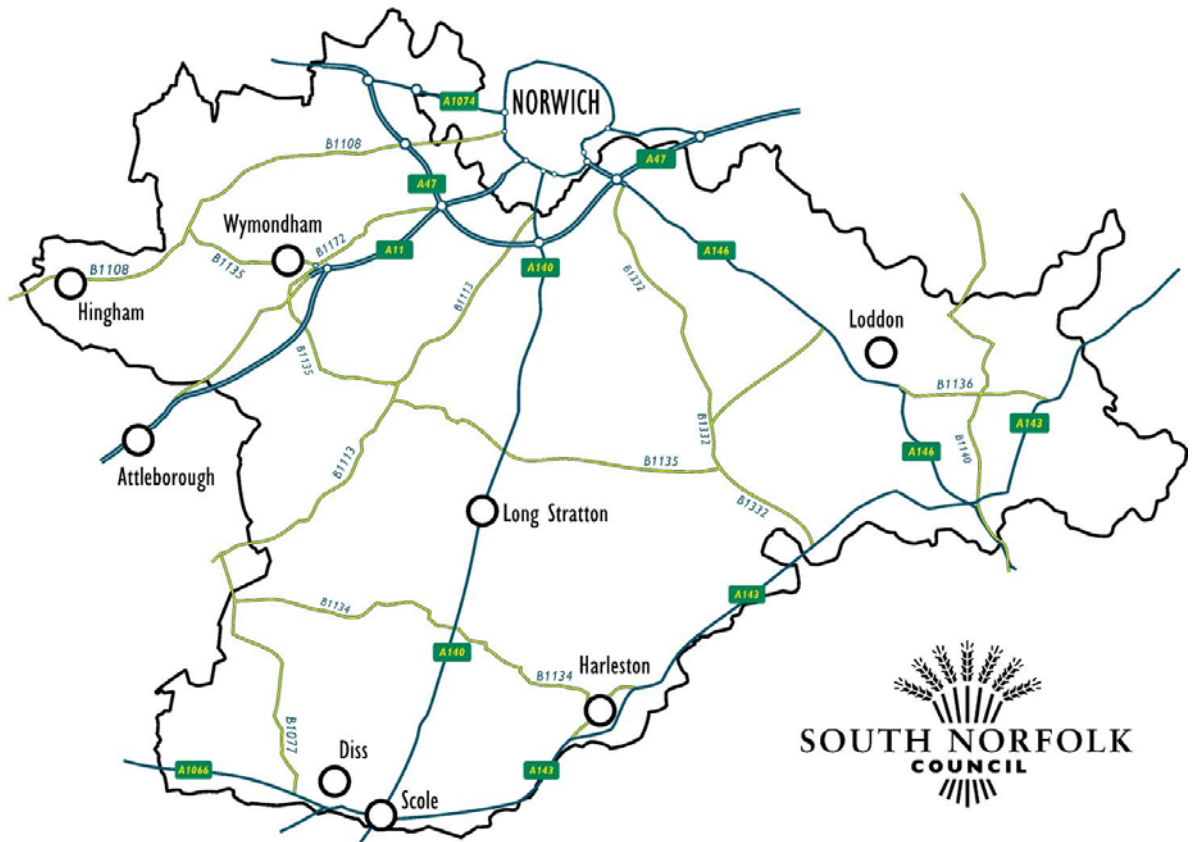
Quick Reference Checklist & Referral Directory



www.south-norfolk.gov.uk

April 2006 (5th Edition)

Administrative Area of South Norfolk Council



Improvements, Inaccuracies, Amendments

If there are any inaccuracies, amendments or ideas for improvements please contact: **Tony Cooke on 01508 533712**

*Developed, designed and compiled by:
Alistair Amery, Sue Bayliss and Philippa Smith
South Norfolk Council*

Aims and Users of the Directory

This Directory is aimed primarily at those people who visit clients in their homes to provide a service. These are staff in the Health, Housing and Social Services fields. It is also hoped that the Directory will be a useful and practical source of information to guide people to find the services that are available to meet the wide range of concerns and problems associated with housing.

The Directory was developed following consultation with Health and Housing Services. During the consultation it was highlighted that professionals during their visits were encountering problems outside of their field and were recognising their lack of knowledge of services and contact details available.

The Directory therefore aims to make people aware of the range of services which are available. A checklist of problems is included and along with this are listed the services and contacts which are available to help with those problems.

It is hoped that the use of the Directory will encourage better understanding of the range of help which is available and also to ensure that people are being linked into the range of services they need, through improved communications between services.

The Directory therefore also provides paperwork to enable professionals and their clients to make referrals into the services included in the Directory.

The Directory is a new initiative and will evolve and develop to meet people's suggestions and needs.

We therefore need your feedback. Please suggest: amendments, corrections, changes, improvements and ideas for further development.

To give any feedback please contact Tony Cooke
e.mail: tcooke@s-norfolk.gov.uk

Quick Reference Contacts

South Norfolk Council
Long Stratton
Norwich
Norfolk
NR152XE

South Norfolk Council (SNDC) Switchboard 01508 533633

South Norfolk Council Services

Animal Warden - Rachael Ives (SNDC)	01508 533739
Homelessness Advisory Officer- SNDC	01508 533620 or 01508 533742
Building Control -SNDC	01603 430100
Care and Repair- SNDC	01508 533705 or 01508 533798
Council Assistance Burials –Tony Cooke -	01508 533712
Flooding Advice - SNDC	01508 533630
Environmental Services -SNDC	01508 533706
Health and Safety	01508 533714
Health Improvement Advisor- (SNDC)	01508 533717
Housing Reception (Saffron Housing Trust)	01508 532000
Housing Renewal Services- SNDC	01508 533705
Housing Register	01508 533751 01508 533758
Planning Enforcement-SNDC	01508 533843
Pollution Control- SNDC	01508 533708
Welfare Rights and Debt Advisor- Gill Abbot (SNDC)	01508 533617

Other Services

Anglian Water	08457145145
Citizens Advise Bureaux - Diss	01379 651333 01379 644139
Citizens Advise Bureaux -Wymondham	01953 603977
Citizens Advise Bureaux- Norwich	01603 660857
Norfolk Home Call Development Officer-Social Services	01603 223243
Norfolk PACT	01953 424727
Norfolk Police	01953 424242
Personal Safety and Client Safety- Bethel Street Police Station- Ian Norman or Paul Saukey	01953 424016
Transco Gas Emergency Service	0800 111999
Norwich and Norfolk Voluntary Services Long Stratton	01508 531175
Wymondham	01953 606201
Social Services, Carrow Road, 301 King Street, Norwich NR1 2TS	0844 8008014
Norfolk Constabulary, Jubilee House, Falconers Chase, Norwich	01603 424242

Registered Social Landlords Saffron Housing Trust	Main Desk Repairs Out of Hours	01508 532000 01508 532060 01508 531277
Anchor Housing Association		01394 388094
Broadland Housing Association		01603 750200
Cotman Housing Association Ltd & Cotman Housing Ass		01603 612927
Great Hospital		01603 622022
The Guinness Trust		01603 627601
Hanover Housing Association		01480 475069
Hastoe Housing Association Ltd		01728 685277
Housing 21		01480 453541
North British Housing Association		01603 810840
Orbit Housing Association		01603 614348
Orwell Housing Association		01379 788349
St Matthew Society		
The Umbrella Housing Group Ltd		01603 618527
Wherry Housing Association		01603 787822

CHECKLIST HEADLINES

Housing Problems

- Adaptation Needs
- Dangerous/Urgent Repair
- Disrepair
- Environment Problems
- Fire Protection
- Garden Concerns
- Heating
- Home Safety
-
- Landlord Problems
- Neighbour Problems
- Noise
- Pollution
- Overcrowding
- Security/Crime
- Unhealthy Conditions

Service Need

- Benefits Advice
- Care & Repair Services
- Health Visitors
- Health Needs
- Homelessness and Housing Advice
- Housing Needs
- Personal Needs/ Problems
- Social Services
- Voluntary Services

Adaptation Needs

Checklist:	Level Access Shower	<input type="checkbox"/>
	Access ramps	<input type="checkbox"/>
	Handrails	<input type="checkbox"/>
	Door widening	<input type="checkbox"/>
	Radar Keys to Public Toilets	<input type="checkbox"/>
	Access to essential facilities e.g. bathrooms, kitchens, and bedrooms	<input type="checkbox"/>
	Planning Permission for Works	<input type="checkbox"/>

Service and Contacts

Radar Keys

- Free keys for access to disabled toilets

Contact: **Environmental Services (SNDC)** **01508 533706**

Domestic Properties

- Assistance and advice with regard to adaptations
- Financial help in the form of Grants or Loan Help Assistance
- Liaison with Social Services
- Care & Repair Service for clients aged over 60 or requires extra help

Contact: **Housing Renewal Services (SNDC)** **01508 533705**

Contact: **Care & Repair (South Norfolk Council)** **01508 533798**
01508 533705

Planning Issues

- Advise as to planning permission
- Applications for planning permission

Contact: **Planning Department (SNDC)** **01508 533845/6**

Dangerous/Urgent Repairs

Checklist:	Drains backing up	<input type="checkbox"/>
	Heating failure	<input type="checkbox"/>
	Burst pipes	<input type="checkbox"/>
	Fallen/dangerous walls/ceilings	<input type="checkbox"/>
	Electrics	<input type="checkbox"/>
	Dangerous Roof and Chimneys	<input type="checkbox"/>
	Imminent Risk of Collapse	<input type="checkbox"/>
	Dangerous gas fires/leaks	<input type="checkbox"/>

Service and Contacts

Dangerous Gas Fires

- Where there appears to be a dangerous gas fire or gas is smelt

Contact: **Transco Gas Emergency Service** **0800 111999**

Building Control

- Building or structure in immanent risk of collapse

Contact: **Building Control (SNDC)**

01603 430100

(Cont. over Page)

Disrepair

Checklist	Rotten/Unable to Open Windows	<input type="checkbox"/>
	Rotten/Unable to Open Doors	<input type="checkbox"/>
	Springy/rotten Floors	<input type="checkbox"/>
	Damp/Perished Plaster to Ceilings	<input type="checkbox"/>
	Damp/Perished Plaster to Walls	<input type="checkbox"/>
	Blocked/corroded/leaking missing Guttering	<input type="checkbox"/>
	Dampness	<input type="checkbox"/>
	Small Routine Maintenance to Homes	<input type="checkbox"/>

Service and Contacts

Privately Owned or Rented Property

- Enquiries and advice
- Financial help in the form of Grants or Loan Help Assistance
- Where landlords are involved, negotiations and where necessary formal action can be taken to achieve repair
- Care and Repair service- for clients over 60 and where repairs and extra help may be required

Contact: **Housing Renewal Services (SNDC)** **01508 533705**

Contact: **Care and Repair (SNDC)**
01508 533798
01508 533705

Registered Social Landlord

- Advice

Contact: The tenant should contact their Registered Social Landlord Housing Officer

Contact number for Registered Social Landlord on page 5

Environment Problems

Checklist:	Recycling	<input type="checkbox"/>
	Disposal of fridges	<input type="checkbox"/>
	Asbestos	<input type="checkbox"/>
	Hazardous/Clinical waste	<input type="checkbox"/>
	Animal Warden	<input type="checkbox"/>
	Nappies	<input type="checkbox"/>

Services and Contacts

Recycling - General enquiries on recycling in South Norfolk.

Contact: Environmental Services (SNDC) 01508 533706

Hotline 01603 819999

Disposal of fridges - To arrange collection of a fridge or a freezer. Charges apply.

Contact: Environmental Services (SNDC) 01508 533706/7

Asbestos - For advice on disposal and notification of works to asbestos.

Contact: Health and Safety Officer (SNDC) 01508 533714

Hazardous/Clinical Waste – For advice and to arrange collection of waste.

Contact: Environmental Services (SNDC) 01508 533706/7

Dog Warden – Collections of stray dogs, dangerous dogs and micro-chipping

Contact: Environmental Services (SNDC) 01508 533706/07

Nappies – These can be double wrapped and placed out for collection with your normal domestic refuse collection. For advice on real nappies

Contact: Environmental Services (SNDC) 01508 533706/07

Fire Protection

Sub Heading:	Smoke Alarms	<input type="checkbox"/>
	Sensory/auditory smoke alarms	<input type="checkbox"/>
	Smoke Blanket	<input type="checkbox"/>
	Fire Extinguishers	<input type="checkbox"/>
	Chip Pans	<input type="checkbox"/>
	Electric Blankets	<input type="checkbox"/>
	Means of Escape	<input type="checkbox"/>
	Fire Risk Assessments	<input type="checkbox"/>

Service and Contacts

PACT (Partners Against Crime Taskforce)

Where an occupier is aged 60 years or over they will be eligible for a PACT grant for works for the above, for those who are not eligible for the grant can still receive advice on making adjustments on their homes to protect against fire

Contacts for Services for Owner or Rented Properties

- Advice
- PACT Referrals
- Help with applying for grants
- Liaison with Norfolk Fire Service

Contact: **Housing Renewal Services (SNDC) 01508 533705**

Registered Social Landlord

- Advice
- PACT Referrals
- Works to Property

Contact: The tenant should contact their Housing Officer.

Contact number for Registered Social Landlord on page 5.

Garden Concerns

Checklist:	Garden Refuse	<input type="checkbox"/>
	Pest Problems	<input type="checkbox"/>
	Poor Drainage	<input type="checkbox"/>
	Safety and Upkeep of Gardens	<input type="checkbox"/>

Services and Contacts

Garden Refuse – No garden waste will be collected with normal refuse collections unless a garden refuse sticker is attached. Garden Labels are free to old aged pensioners at present for all other customers labels can be purchased. To obtain a supply of labels or for further advice

Contact: Environmental Services (SNDC) 01508 533706/7

Pest Problems – The Council offers an extensive pest control service at reasonable charges (concessions for those on Council Tax or Housing Benefits on most services). To book a treatment or for further advice

Contact: Environmental Services (SNDC) 01508 533706/7

Poor Drainage – For advice on service water drainage from ditches and drains

Contact: Emergency Planning (SNDC) 01508 533630

Safety and Upkeep of Gardens – Advise and referrals to organisations who may be able to help with regard to gardens

Contact: Care & Repair (SNDC)

01508 533798
01508 533705

Contact: The Norfolk Home Call Development Officer
Social Services

0844 800 8014

Heating and Energy Efficiency

Checklist:	Boiler Failure	<input type="checkbox"/>
	Lack of Heating	<input type="checkbox"/>
	Poor Insulation (Loft, cavity wall, pipework, immersion tanks)	<input type="checkbox"/>
	Draughts	<input type="checkbox"/>
	Failure of Heating System	<input type="checkbox"/>
	No Immersion	<input type="checkbox"/>
	No Hot Water or Inadequate Temp	<input type="checkbox"/>

Service and Contacts

Privately Owned or Rented Property

- Assistance with disrepair
- Help with Cavity Wall and Loft Insulation
- Assistance for Energy Efficiency Measures
- Care & Repair is for clients over 60 or where extra help may be required

Contact: **Housing Renewal Services (SNDC) 01508 533705**

Broadland Energy Team 01603 430627

Contact: **Care and Repair (SNDC) 01508 533798**
01508 533705

Home Safety

Checklist:	Gas Electric/Appliances	<input type="checkbox"/>
	Slips and Trips	<input type="checkbox"/>
	Grab Rails	<input type="checkbox"/>
	Rewiring	<input type="checkbox"/>
	Home Layout Advice	<input type="checkbox"/>
	Home Safety Initiatives & Health Promotion	<input type="checkbox"/>

Service and Contacts

Health Promotion Strategies

- Advice
- Health Promotion Initiatives

Contact: **Health Improvement Advisor (SNDC)** **01508 533717**

Privately Owned or Rented Property

- Enquiries and advice
- Financial help in the form of Grants or Loan Help Assistance
- PACT Referrals
- Care & Repair for Clients over 60 or those that require extra help

Contact: **Housing Renewal Services(SNDC)** **01508 533705**

Contact: **Care & Repair (SNDC)** **01508 533798**
01508 533705

Registered Social Landlord

- Advice
- PACT Referrals
- Tenants Support

Contact: Tenants should contract their housing officer

Contact number for Registered Social Landlord on page 5

Landlord Problems

Checklist:	Threatening Behaviour	<input type="checkbox"/>
	Lack of repairs	<input type="checkbox"/>
	Eviction	<input type="checkbox"/>
	Fair Rents	<input type="checkbox"/>

Service and Contacts

All Property

Leaky Guttering – The pollution team may be able to help in this instance
Contact: Pollution Control (SNDC) 01508 533708

Refuse Problems/Filthy Verminous Premises – If your neighbour has accumulated rubbish in their garden or the property and this is attracting rodents, then the pollution team may be to help. For further advice:-
Contact: Pollution Control (SNDC) 01508 533708

Animal Problems – If a dog is straying between properties the Dog Warden may be able to give advice. The Council has no responsibilities for other animals.
Contact: Environmental Services (SNDC) 01508 533706

Hedge/Boundary Disputes – For advice in reference to hedges and boundary disputes:-
Contact: Planning Enforcement (SNDC) 01508 533843

Anti-social Behaviour – The pollution team have limited powers under the Anti-Social Behaviour Act to deal with individuals or groups behaving anti-socially. For further advice:-
Contact: Pollution Control (SNDC) 01508 533708

Neighbour Problems

Checklist:	Leaky Guttering	<input type="checkbox"/>
	Refuse Problems	<input type="checkbox"/>
	Animal Problems	<input type="checkbox"/>
	Hedge/Boundary Disputes	<input type="checkbox"/>
	Anti-Social Behaviour	<input type="checkbox"/>

Service and Contacts

All Properties

- Advice given in regard to the problem
- Liaison between involved parties
- Formal action available where problem is a legal nuisance
- Advise on anti-social behaviour

Contact **Pollution Control (SNDC) -** **01508 533708**

- For advice in reference to hedges and boundary disputes

Contact **Planning Enforcement (SNDC)** **01508 533843**

Noise

Checklist:	Barking Dogs	<input type="checkbox"/>
	Noisy parties	<input type="checkbox"/>
	Transport Noise	<input type="checkbox"/>
	Anti-Social Behaviour	<input type="checkbox"/>

Service and Contacts

Barking Dogs - Contact the Pollution Team to report a barking dog which is causing a noise nuisance.

What could happen if your dog continually barks.

Barking comes naturally to dogs, but the constant barking or whining of a dog can be very disturbing or annoying for your neighbours. What could happen if you are reported for having a barking dog?

You as the owner could be taken to court if you do nothing to stop the nuisance when you are out of the house and you do not realise that someone has complained. In law, a barking dog can be a noise nuisance. For advice contact the Pollution Team.

Contact: Pollution Control (SNDC) 01508 533708

Noisy Parties - Many people are completely unaware of the effect their enjoyment of loud music or other noisy activities may have on their neighbours. They might well act in a more responsible and considerate way if the facts are politely brought to their attention. For further advice:-

Contact: Pollution Control (SNDC) 01508 533708

Transport Noise – The Council has no responsibility for transport noise.

Anti-Social Behaviour - The pollution team have limited powers under the Anti-Social Behaviour Act to deal with individuals or groups behaving anti-socially. For further advice:-

Contact: Pollution Control (SNDC) 01508 533708

Pollution

Checklist:	Smells	<input type="checkbox"/>
	Dust	<input type="checkbox"/>
	Private Water Supplies	<input type="checkbox"/>
	Pollution to Land, Water, Air	<input type="checkbox"/>
	Accumulations of Rubbish Animal Waste	<input type="checkbox"/>
	Bulky item removals e.g. Fridges Freezers, Mattresses	<input type="checkbox"/>
	Pesticide Spray	<input type="checkbox"/>
	Clinical Waste	<input type="checkbox"/>

Service and Contacts

All Properties

Smells - There are no laws which relate specifically to odour, nor is there a fixed level which constitutes a statutory nuisance. Individual circumstances differ, and each case has to be judged on its own merits. Complaints of odour which includes smokes, fumes, or gases are investigated under the Environmental Protection Act 1990. For further advice:-

Contact: Pollution Control (SNDC) 01508 533708

Dust – The Pollution team can deal with some aspects of dust pollution.

For further advice:-

Contact: Pollution Control (SNDC) 01508 533708

Private Water Supplies – For more information on private water supplies:

Contact: Pollution Control (SNDC) 01508 533708

Pollution to Land, Water, Air – For further advice on this subject contact:-

Contact: Pollution Control (SNDC) 01508 533708

Accumulations of Rubbish - If your neighbour has accumulated rubbish in their garden or the property and this is attracting rodents, then the pollution team may be to help. For further advice:-

Contact: Pollution Control (SNDC) 01508 533708

Bulky item removals eg Fridges, Freezers, Mattresses – Charges may apply for this service (Concessions apply for those on Council Benefits).

To arrange collection contact:-

Contact: Environmental Services (SNDC) 01508 533706

Pesticide Spray – If in relation to a smell, contact:-

Contact: Pollution Control (SNDC) 01508 533708

Clinical Waste - For advice and to arrange collection of waste.

Contact: Environmental Services (SNDC) 01508 533706

Overcrowding

- Checklist:**
- | | |
|------------------------------------|--------------------------|
| Too small rooms | <input type="checkbox"/> |
| Too many people | <input type="checkbox"/> |
| Not sufficient bathroom facilities | <input type="checkbox"/> |
| Not sufficient cooking facilities | <input type="checkbox"/> |
-

Service and Contacts

All Properties

- Advice
- Formal action where necessary
- Financial Help in form of: Grant or Loan Help Assistance

Contact: **Housing Renewal Services (SNDC)** **01508 533705**

Security & Crime

Checklist:	Locks to Doors and Windows	<input type="checkbox"/>
	Chains	<input type="checkbox"/>
	Peep Holes/eye viewers	<input type="checkbox"/>
	External lighting	<input type="checkbox"/>
	Lifeline Phones	<input type="checkbox"/>
	Personal safety	<input type="checkbox"/>
	Intercoms	<input type="checkbox"/>
	Key boxes	<input type="checkbox"/>

Service and Contacts

PACT (Partners Against Crime Taskforce)

Where an occupier is aged 60 years or over and in receipt of means tested benefits or disabled they will be eligible for a PACT grant for works for the above. Those who are not eligible for the grant can still receive advice on making their home more secure

Privately Owned or Rented Property

- Advice
- PACT referrals

Contact: **Housing Renewal Services (SNDC) 01508 533705**

Contact: **Care & Repair (SNDC) 01508 533798
01508 533705**

Registered Social Landlord

- Advice
- PACT referral
- Tenants Support Scheme

Contact: Tenants should contract their housing officer

Contact number for Registered Social Landlord on page 5

Norfolk Police

- Personal Safety and Client Safety

Contact: Ian Norman or Paul Saukey
Bethel Street Police Station **01953 424016**

Unhealthy Conditions

Checklist:	Infestations from Pests	<input type="checkbox"/>
	Dirty House	<input type="checkbox"/>
	Septic Tank - Sewer problems	<input type="checkbox"/>
	Dampness	<input type="checkbox"/>
	Inadequate Food Storage/Prep	<input type="checkbox"/>
	Old Gas Fires/Carbon Monoxide Risk	<input type="checkbox"/>

Service and Contacts

Dangerous Gas Fires

- Where there appears to be a dangerous gas fire or gas is smelt

Contact: **Transco Gas Emergency Service** **0800 111999**

Pest Control

- In-house pest control treatment service for all South Norfolk Residents (SNHP & Private). Free for all persons in receipt of income support

Contact: **Environmental Services (SNDC)** **01508 533706**
01508 533707

Benefits Advice

Checklist:	Housing Benefit	<input type="checkbox"/>
	Minimum Income Guarantee	<input type="checkbox"/>
	Invalid Care Allowance	<input type="checkbox"/>
	Attendance Allowance	<input type="checkbox"/>
	Disability Living Allowance	<input type="checkbox"/>
	Pensioner Tax Relief	<input type="checkbox"/>
	Debt Advice	<input type="checkbox"/>
	Wills	<input type="checkbox"/>

Service and Contacts

- Advice in regard to Housing Benefit and Minimum Income Guarantee
- Help with Forms

Contact: **(SNDC) Revenue Department** **01508 533633**

Contact: **(SNDC)**
Welfare Rights and Debt Advisor **01508 533617**

Independent Debt Advice

- Advice on debt
- Benefits
- Housing
- Wills from the Citizen's Advice Bureaux

Contact: **Local Citizens Advise Bureaux Offices**

Diss, Shelfanger Road **01379 651333**
01379 644139

Wymondham, The Bridewell **01953 603977**

Norwich Advise Arcade,
4 Guild Hall Hill **01603 660857**

Care & Repair

Checklist:	Client over 60	<input type="checkbox"/>
	Client Disabled or Needy	<input type="checkbox"/>
	Repairs Required to Property	<input type="checkbox"/>
	Adaptations Required to Property	<input type="checkbox"/>
	Security and Crime Reduction Measures	<input type="checkbox"/>
	Home Energy Efficiency Measures	<input type="checkbox"/>
	Financial Assessments	<input type="checkbox"/>
	Charitable Annuities	<input type="checkbox"/>

Service and Contacts

- Advice
- Assistance with disrepair
- Close liaison with Social Services and builders
- Provision of schedules of work for builders and supervising and assessing the work
- Help with Cavity Wall and Loft Insulation
- Assistance for Home Energy Efficiency Measures

Contact: **Housing Renewal Services (SNDC) 01508 533705**

Contact: **Care and Repair (SNDC) 01508 533798**
01508 533705

District Nurses

Checklist	Incontinence	<input type="checkbox"/>
	Ill Health - Wounds etc.	<input type="checkbox"/>
	Difficulty in Walking	<input type="checkbox"/>
	Neglect e.g. Clothes and Home	<input type="checkbox"/>
	Poor Sanitary Conditions	<input type="checkbox"/>
	Person unattainable e.g. Build-up of papers, mail, milk	<input type="checkbox"/>

Service and Contacts

All Properties and all Circumstances

- Where a person is unattainable and has a build-up of milk, papers etc, the GP should first be contacted

Contact: **Client's GP**

- Where there is concern over a client to do with any of the checklist problems the following people should be contacted

Contact: **District Nurse - where the client has a nurse**

Contact: **GP - where the client doesn't have a District Nurse the client's GP should be informed**

Health Needs

Checklist:	Health Promotion/Improvement	<input type="checkbox"/>
	Illness	<input type="checkbox"/>
	Parenting Issues	<input type="checkbox"/>

Service and Contacts

Health Improvement and Promotion

- Advice
- Promotion
- Health Strategies

Contact: **Health Improvement Advisor SNDC 01508 533717**

- Advice on Parenting Issues
- Illness

Contact: **Client's Health Visitor or GP**

Homelessness and Housing Advice

- Checklist:**
- Nowhere to Live
 - Violence or Threats
 - Unable to secure entry to home
 - No Permission to stay where they are (squatting)
 - Unable to live with family or a carer
 - Living with friends/relatives have been asked to leave
 - Have been given/or told will receive notice from landlord
 - Have a moveable home but nowhere to place it and reside in it
 - Young people who leave home

Service and Contacts

- Homelessness Advice
- Help in Finding Accommodation
- Priority Need Housing
- Liaison with Social Services and Benefits Advisors

Contact: **Homelessness Advisory Officer (SNDC)**
01508 533762
01508 533755
01508 533620

Housing Needs

Checklist:	Contact Care	<input type="checkbox"/>
	Lifeline	<input type="checkbox"/>
	Waiting Lists	<input type="checkbox"/>
	Shared Ownership	<input type="checkbox"/>
	Sheltered Housing & Housing with Care	<input type="checkbox"/>

Service and Contacts

All Properties

- Advice
- Applying for register

Contact: **(SND C) -** **01508 533759**

Contact: **Housing Register** **01508 533750**
01508 533758
01508 533759

Sheltered Housing & Housing with Care

- Advice
- Contact details of sheltered housing and housing with care schemes

Contact: **Housing Reception (Saffron H T)** **01508 532000**

Contact Care/Lifeline

Contact: **Saffron Housing Trust** **01508 533797**

Personal Needs/Problems

Checklist:	Domestic Violence	<input type="checkbox"/>
	Parenting Issues	<input type="checkbox"/>
	Relationship Problems	<input type="checkbox"/>
	Children's Behaviour Issues	<input type="checkbox"/>
	Norfolk Home Call Service - directory for help with shopping, gardening etc.	<input type="checkbox"/>
	Council Assisted Burials	<input type="checkbox"/>

Service and Contacts

Domestic Violence

- Domestic violence help and assistance
- Domestic Violence Unit

Contact: **Norfolk Police – Wymondham** **01953 424242**

Home call

- Directory for Household help, Shopping, Window Cleaning, Gardening, Painting & Decorating, Handyperson Services, Bathing.

Contact: **The Norfolk Home Call Development Officer**
Norfolk Social Services **0844 800 8014**

Children's Behaviour

- Advice and support on relationship issues
- Advice and support children under 5 and their behaviour issues
- Illness

Contact: **The client's Health Visitor or the client's GP**

- Advice and support for children over 5 and their behaviour issues

Contact: **The child's School Health Advisor - contact the school**

Council Assisted Burials

- Advice
- Arrangement and initial funding for people who have died without family or sufficient funds for funeral arrangements.
- Liaison with coroners and funeral directors

Contact: **Tony Cooke Housing Renewal** **01508 533716**

Social Services

Checklist:	Occupational Therapists	<input type="checkbox"/>
	Blue Badge	<input type="checkbox"/>
	Respite Care/Breakaway	<input type="checkbox"/>
	Day Services	<input type="checkbox"/>
	Equipment to Aid Daily Living	<input type="checkbox"/>
	Meals on Wheels	<input type="checkbox"/>
	Support for independent living	<input type="checkbox"/>

Service and Contacts

- Advice
- Referrals
- Needs Assessments
- Personal Care to enable independent living. May include help for getting washed, dressed, preparing and eating meals.
- Meals on Wheels - help if the person is unable to prepare meals
- Occupational Therapy for help with living and for advice on disabled facility grants
- Advice on obtaining blue badges
- Help with obtaining holidays for carers and for clients

Contact: **Social Services**

0844 800 8014

Voluntary Services

Checklist:	Repair Services	<input type="checkbox"/>
	Support	<input type="checkbox"/>
	Training	<input type="checkbox"/>
	Transport	<input type="checkbox"/>

Service and Contracts

- Minor urgent repairs
- Fit battery smoke detectors (if client supplies detector)
- Fit security chain
- Gardening
- Decoration
- General household minor DIY needs
- Community Transport through Carlink
- Befriending
- Visiting
- Sitting with mentally and physically disabled clients
- Supporting carers through local support groups enabling them to meet professionals from the relevant agencies to obtain advice and information on equipment and benefits available
- Basic education support for carers and clients
- Support after physical/mental illness, trauma or bereavement
- Shopping assistance
- Training in arts and crafts, such as hobbies
- Advice on dealing with the problems that arise with clients
- Recruit and train volunteers in professional volunteering

Contact: Norwich & Norfolk Voluntary Services

Long Stratton Co-ordinator	Neil Woodruff	01508 531175
Diss Co-ordinator	Helen Chapman	01379 644513
Wymondham Co-ordinator	Diane Woods	01953 606201

All requests for help and support are considered and evaluated and then carried out by a professional team of Volunteers with all clients individually assessed as to their needs. Volunteers take part in training throughout the year as to Health & Safety, Equal Opportunities, Risk Assessment and meeting the needs of both Client and Volunteer.