



# RESIDENT SUPPORT GUIDE: “HANDY SERVICES PROVIDED IN YOUR COMMUNITY”

**Content:** Click Chapter Headings

1. Accompaniment to Interviews.....	Page 2
2. Benefits.....	Page 3
3. Disability .....	Page 5
4. Education and Childcare.....	Page 6
5. Employment.....	Page 7
6. Environmental.....	Page 8
7. Form Filling.....	Page 9
8. Health .....	Page 10
9. Housing.....	Page 11
10. Learning.....	Page 13
11. Money .....	Page 15
12. Safety.....	Page 16
13. Volunteering Opportunities .....	Page 17
14. Welfare Rights .....	Page 18
15. Your Rights in The UK .....	Page 19

# Resident Support Guide

## Chapter 1

### Accompaniment to Interviews

- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages.  
Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside,  
Great Yarmouth, NR30 2HL. Tel: 01493 745260.

[Back to Contents](#)

# Resident Support Guide

## Chapter 2

### Benefits

- **Great Yarmouth Borough Council** - Town Hall, Hall Plain, Great Yarmouth, NR30 2QF.  
Tel: 01493 856 100
- **Free housing benefits** advice drop-in service each Monday from 10am to 1pm at the Community Neighbourhood Centre, 143 King Street, Great Yarmouth Tel: 01493 845920.
- **Council tax benefit** – council tax benefit will be awarded to individuals who have a low income. Tel: 01493 846 244. Housing benefit for Landlords - they will require the following information/ documents:
  - The date the tenancy started.
  - The date the tenant moved in.
  - The rent charged.
  - The number of rooms in the property.
  - How many rooms are occupied by the tenant?
  - The name and address of the landlord.
  - A tenancy agreement or a letter from the landlord which should show the date the tenancy began, the amount of rent charged and any services included in the rent (such as heating, meals etc).
  - Type of tenancy.
- **Income support** - for people aged 16-60 on a low income. 8:00-18:00 Mondays to Fridays.  
Tel: 0800 055 66 88.
- **Benefit Enquiry Line** - which provides advice and information for disabled people and carers on the range of benefits available. Tel: 0800 882 200.
- **Crisis Loans** - Tel: 0800 055 66 88. Download [Application Form](#)
- **Jobseekers allowance** – for people aged 16 and over out of work and looking for a job. Two types, contribution based and income based. 8:00-18:00 Mondays to Fridays.  
Tel: 0800 055 66 88.
- **Employment and support allowance** - replaced incapacity benefit and income support for illness or disability for new claims in October 2008. New way of helping people with an illness or disability to move into work if they are able. 8.00-18:00 Mondays to Fridays. Tel:0800 055 66 88.
- **Pension Service** - for people who need information and advice on pension entitlement.  
Tel: 0845 606 0265. Web: [www.pensionservice.gov.uk](http://www.pensionservice.gov.uk)
- **Voluntary Norfolk** – help with benefit advice / forms. Simon O’Leary, Voluntary Norfolk, Neighbourhood Centre, 143 King Street. Tel: 01493 845 924

[Back to Contents](#)

# Resident Support Guide

- **Age Concern** – help with income & pensions for the over 50's. The Priory Centre, Priory Plain, Great Yarmouth, NR30 1NW. Information and Advice Line Tel no: 01493 856 547 or email [ageconcern@gyctrust.co.uk](mailto:ageconcern@gyctrust.co.uk)
- **Citizens Advice Bureau** - 2 Stonecutters Way, Great Yarmouth, NR30 1HF. Drop-ins Mon-Thu 9.30-12.00. Mon- Thu afternoons - appointments only Tel: 01493 856 665. Support in other languages available on the website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- **Shaw Trust Employment** – help for disabled / disadvantaged people to get into work. Open Mondays, Wednesdays and Fridays 10.00-12.00. Tel: 0800 0851001
- **Carlos Antunes** – help with benefits. Portuguese / English speaker from Community Connections. Black, Minority and Ethnic Worker. Tel: 078 8750 5285. Wednesday's drop-in at Neighbourhood Centre, 143 King Street, NR30 2PQ.
- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages. Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside, Great Yarmouth, NR30 2HL. Tel: 01493 745260
- **Directgov.co.uk** – benefits advice and information.

[Back to Contents](#)

# Resident Support Guide

## Chapter 3

### Disability

- **Benefit Enquiry Line** - which provides advice and information for disabled people and carers on the range of benefits available. Tel: 0800 882 200.
- **D.I.A.L** – offers information and advice to disabled people and their carers. Located at 12A George St, Great Yarmouth, NR30 1HR. Tel: 01493 856 900.
- **Great Yarmouth & Waveney MIND** - general enquiries, Lisa McGrellis – Tel: 01493 842129 or email [lisa@gywmind.org.uk](mailto:lisa@gywmind.org.uk)
- **Great Yarmouth Borough Disability Forum** - encourage involvement for people with disabilities across Great Yarmouth. Contact Lindsay Seward (Chair) Tel: 01493 859597. Email: [lindsay.seward@gotemail.co.uk](mailto:lindsay.seward@gotemail.co.uk) or David Wilkinson (Vice Chair) [david.wilkinson2@tesco.net](mailto:david.wilkinson2@tesco.net)
- **Centre 81** - a day centre for people with physical disabilities. Offers various activities. Web: [www.centre81.com](http://www.centre81.com)
- **Headway House** - a day centre for people with head injuries. Offers various activities eg art, pottery, computing, literacy.
- **Shaw Trust Employment** – help for disabled / disadvantaged people to get into work. Open Mondays, Wednesdays and Fridays 10.00-12.00. Tel: 0800 0851001

[Back to Contents](#)

# Resident Support Guide

## Chapter 4

### Education and Childcare

- **Child benefit** – you are eligible if you are responsible for one or more children under 19.  
Tel: 0845 3021444
- **Children Services** - Nelson House, 31-33 South Quay, Great Yarmouth NR30 2RG.  
Tel: 01493 665605.
- **Connexions Norfolk** - working with 13-19 year olds. 4 Church Plain, Great Yarmouth.  
Tel: 01493845400. Web: [www.connexions-norfolk.co.uk/youngpeople/](http://www.connexions-norfolk.co.uk/youngpeople/)
- **Norfolk County Council Children's Services** Department - provides links for professionals and service users. [www.norfolk.gov.uk/consumption/idcplg?IdcService=SS\\_GET\\_PAGE&nodeId=3403](http://www.norfolk.gov.uk/consumption/idcplg?IdcService=SS_GET_PAGE&nodeId=3403)
- **Silverwood Child and Family Centre** - part of Norfolk and Waveney Mental Health NHS Foundation Trust, for young people, families and professionals with an interest in child and adolescent mental healthcare services. On Northgate Street, Tel: 01493 337601
- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages.  
Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside, Great Yarmouth, NR30 2HL. Tel: 01493 745260
- **Directgov.co.uk** – education advice and information on schools, colleges and universities.

[Back to Contents](#)

# Resident Support Guide

## Chapter 5

### Employment

- **Target Opportunities** – support for local people into training and employment (CV's, interview skills etc). Contact Ben Sampson, Voluntary Norfolk, Neighbourhood Centre at 143 King Street or Tel: 01493 845924.
- **Jobcentre Plus** – Copperfield House, The Conge, Great Yarmouth, NR30 1EJ, Tel: 01493 633300.
- **Benefits Line** - information and advice on all benefits Tel: 0800 0556688.
- **enterpriseGY** – great yarmouth means business We offer a range of free services and support to anyone wishing to start-up in business or grow/improve an existing business (we can help to sustain your business and enable you to gain personal skills through training and mentoring). Contact enterpriseGY, Novus Centre, The Conge, Great Yarmouth, Norfolk NR30 1NA. Tel. 0800 458 0146 or e-mail [info@enterpriseGY.co.uk](mailto:info@enterpriseGY.co.uk) alternatively visit our website: [www.enterpriseGY.co.uk](http://www.enterpriseGY.co.uk)
- **Connexions** – if you are aged 13-19 and need advice on getting into employment, contact Kim Smith, 4 Church Plain, Great Yarmouth, NR30 1PL, Tel: 01493 845400. Opening hours Mon / Tues / Thurs 09:00-17:00 / Wed 10:00-17:00 / Fri 09:00-16:30.
- **Citizens Advice Bureau** - 2 Stonecutters Way, Great Yarmouth, NR30 1HF. Drop-ins Mon-Thu 9.30-12.00 / Mon. Thu afternoons - appointments only Tel: 01493 856665. Support in other languages available on the website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- **Shaw Trust Employment** – help for disabled / disadvantaged people to get into work. Open Mondays, Wednesdays and Fridays 10.00-12.00. Tel: 0800 0851001
- **Carlos Antunes** – help with benefits. Portuguese / English speaker from Community Connections. Black, Minority and Ethnic Worker. Tel: 078 8750 5285. Wednesday's drop-in at Neighbourhood Centre, 143 King Street, NR30 2PQ.
- **Directgov.co.uk** – advice on all aspects of work and related topics.
- **Volunteer Centre** – one to one, befriending, gardening, decorating, DIY. Corinne Anderson / Eileen Mascoll at the Neighbourhood Centre, 143 King Street, NR30 2PQ, Tel: 01493 845929.

# Resident Support Guide

## Chapter 6

### Environmental

- **Floodline** - up to date information on flooding in the local area and what to do in case of emergency, Tel no: 0845 988 11 88.
- **Antisocial behaviour:**
  - Action line 0845 605 22 22
  - Norfolk Constabulary mini com 01953 424 200
  - Antisocial Behaviour Coordinator 01493 333 352
  - Crime Prevention and Architectural Liaison Officer 01493 333 350
  - Great Yarmouth Borough Council 01493 846 409
  - Police 0845 456 4567
  - Home Watch Administrator 01493 333 346
  - Victim Support 01493 330 600
  - Norfolk Youth Offending Team 01493 847 400
  - T2: Drug & Alcohol Services 01493 854 661 / 078 8184 7747
  - Norfolk Fire Service 01493 843 321
  - Crimestoppers 0800 555 111
  - Emergency 999
- **Great Yarmouth Borough Council:**
  - Refuse collection, grass maintenance, graffiti Tel no: 01493 846 846
  - Highways and paths Tel no: 01493 846 150
  - Environmental Health, dog fouling, fly tipping, empty properties Tel no: 01493 846 478
  - Abandoned vehicles Tel no: 846 100
  - Recycling Tel no: 846 846
- **Enviro-crime** - Neighbourhood Environmental Management Officer Terry Bensley, Neighbourhood Centre, 143 King Street, NR30 2PQ, Tel no: 01493 845 929
- **Fly tipping** – contact Environmental Ranger Miguel Fish 01493 846 677
- **Environmental Wardens** – for any environmental local concerns contact 01493 443 004

# Resident Support Guide

## Chapter 7

### Form Filling

- **Target Opportunities** – support for local people into training and employment (CV's, interview skills etc). Contact Ben Sampson, Voluntary Norfolk, Neighbourhood Centre at 143 King Street or Tel: 01493 845924
- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages. Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside, Great Yarmouth, NR30 2HL. Tel: 01493 745260
- **Carlos Antunes** – help with benefits. Portuguese / English speaker from Community Connections. Black, Minority and Ethnic Worker. Tel: 078 8750 5285. Wednesday's drop-in at Neighbourhood Centre, 143 King Street, NR30 2PQ.

[Back to Contents](#)

# Resident Support Guide

## Chapter 8

### Health

- **NHS Helpline** – 0845 46 47 / [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) (other languages available at bottom of main page)
- **James Paget Hospital** – Lowestoft Road, Gorleston, Great Yarmouth, NR31 6LA.  
Tel: 01493 452452
- **Kittywitches Centre** – sexual health for young people. Located at 156 King Street, Great Yarmouth, NR30 2PA, Tel: 01493 331 914.
  - Drop-ins Mon 13.00-17.00 / Tue 13.00-16.30 / Wed 13.30-17.30 / Fri 10.30-15.30 .
  - Pre booked appointments only Wed 13.30-18.30 / Thu 14.00m-19.00
  - Post natal with midwife Thu 09.30-11.30
- **NORCAS** - drug and alcohol support, advice and counselling service. Address 59 North Quay, Great Yarmouth, NR30 1JB . Tel: 01493 857249; Fax 01493 859181; Email: [gt.yarmouth@norcas.org.uk](mailto:gt.yarmouth@norcas.org.uk)
- **Great Yarmouth Young Father's Project** – for young fathers (under 25) who require help with form filling, advice on housing, advice on jobs, advice on courses. Located at, Drill Hall, York Road, Great Yarmouth, Tel: 01493 854661. Contact Chris Simmons on 077 6644 3484 or Mark on 078 9999 7462. Drop-ins Wed @ 14:00.
- **Health Trainers** – one to one sessions and group work. Community Connections, 32 Southtown Road, Great Yarmouth, NR31 0DU. Contact Eliza Pepper, Tel: 01493 656 372
- **GFS Platform** (Girl Friendly Society) for girls aged 14-25 who are pregnant or have children or require support with health, pregnancy, sexual, postnatal, lifestyles or substance misuse issues. Located at 24a South Quay, Great Yarmouth, NR30 2RG, Tel: 01493 852 253.
- **Connexions** – if you are aged 13-19 and need advice, contact Kim Smith, 4 Church Plain, Great Yarmouth, NR30 1PL. Tel: 01493 845400. Opening hours Mon / Tues / Thurs 09:00-17:00 / Wed 10:00-17:00 / Fri 09:00-16:30.
- **Age Concern** – help with income & pensions for the over 50's. The Priory Centre, Priory Plain, Great Yarmouth, NR30 1NW. Information and Advice Line. Tel: 01493 856547 or email [ageconcern@gyctrust.co.uk](mailto:ageconcern@gyctrust.co.uk)
- **Directgov.co.uk** – advice and information on all aspects of health and related issues.
- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages. Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside, Great Yarmouth, NR30 2HL. Tel: 01493 745260

# Resident Support Guide

## Chapter 9

### Housing

- **Shelter** – support with homelessness, eviction, repossession, pay for a home, finding a place to live, renting and leasehold, family and relationships, Tel: 0808 800 44 44. Now based at the Citizens Advice Bureau, 2 Stonecutters Way.
- **Home Select** - run by GYBC, Waveney District in partnership with Broadland, Cotman Guinness Trust, Orbit, Orwell, Peddlers Way, Suffolk Heritage & Wherry Way Association. Mon-Fri 09.00-17:00. Tel: 01493 846140. Graded according to housing needs (Gold-Silver-Bronze). Mercury publishes a list of homes to let fortnightly and you can apply through the website [www.homeselect.org.uk](http://www.homeselect.org.uk)
- **Great Yarmouth Borough Council Housing Advice** – general housing advice, enforcement of the Protection from Eviction Act, contact point for homeless persons. Tel: 01493 846179 / Drop-ins Mon-Wed-Fri 09.00-12.00 @ Greyfriars House
- Free housing benefits advice drop-in service each Monday from 10am to 1pm at the Comeunity Neighbourhood Centre, 143 King Street, Great Yarmouth Tel: 01493 845920.
- **Community Housing:**
  - South Yarmouth – King Street, NR30 2PR
  - Central Yarmouth – Greyfriars House, Greyfriars Way, NR30 2QE
  - All enquiries Tel: 01493 857965
  - Estate Managers Tel: 01493 846490
  - Repairs Tel: 01493 846381
- **First Step St Martins Housing Trust** - advice on homelessness and in need of emergency accommodation / new to the UK and need to know housing options. Located at 35 Bishopgate, Norwich, NR1 4AA, Tel: 01603 667706 or free phone 0800 977 75 94
- **Citizens Advice Bureau** - 2 Stonecutters Way, Great Yarmouth, NR30 1HF. Drop-ins Mon-Thu 9.30-12.00 / Mon- Thu afternoons - appointments only, Tel: 01493 856665. Support in other languages available on the website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- **Directgov.co.uk** – information on all aspects of housing, support and neighbourhood.
- **Bauleah House** - homeless hostel in Great Yarmouth (must be over 18 and single), located at 51 St Nicholas Rd, Great Yarmouth, NR30 1NR, Tel: 01493 331524
- **GFS Platform** (Girl Friendly Society) for girls aged 14-25 who are pregnant or have children or require support with health, pregnancy, sexual, postnatal, lifestyles or substance misuse issues. Located at 24a South Quay, Great Yarmouth, NR30 2RG, Tel: 01493 852253.

# Resident Support Guide

- **Connexions** – if you are aged 13-19 and need advice, contact Kim Smith, 4 Church Plain, Great Yarmouth, NR30 1PL, Tel: 01493 845400.  
Opening hours Mon / Tues / Thurs 09:00-17:00 / Wed 10:00-17:00 / Fri 09:00-16:30.
- **CRISIS** – charity for single homeless people, Tel: 0844 2510111, Website: [www.crisis.org.uk](http://www.crisis.org.uk)
- **Age Concern** – help with income & pensions for the over 50's. The Priory Centre, Priory Plain, Great Yarmouth, NR30 1NW. Information and Advice Line. Tel: 01493 856547 or email [ageconcern@gyctrust.co.uk](mailto:ageconcern@gyctrust.co.uk)
- **Carlos Antunes** – help with benefits. Portuguese / English speaker from Community Connections. Black, Minority and Ethnic Worker. Tel: 078 8750 5285. Wednesday's drop-in at Neighbourhood Centre, 143 King Street, NR30 2PQ.
- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages. Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside, Great Yarmouth, NR30 2HL. Tel: 01493 745260
- **Leeway Women's Aid Help** - for victims of domestic violence in need of emergency accommodation, Tel: 01603 623745 / 0845 241 2171.
- **NORCAS** – drug and alcohol support, advice and counselling service. Address: 59 North Quay, Great Yarmouth, NR30 1JB. Tel: 01493 857249; Fax: 01493 859181; Email: [gy.yarmouth@norcas.org.uk](mailto:gy.yarmouth@norcas.org.uk)
- **Stonham Housing Association** - provider of housing and support for vulnerable and socially excluded people, located at 23 West Parade, Norwich NR2 3DN.  
Tel: 01603 616950, Website: [www.stonham.org.uk](http://www.stonham.org.uk)

[Back to Contents](#)

# Resident Support Guide

## Chapter 10

### Learning

- **Adult Education** - 0844 800 8002
- **Norfolk Adult Education** - 01493 856 647
- **Great Yarmouth College** - 01493 655 261
- **GY Community Trust Learning Team** – ESOL, Skills for Life in Literacy and Numeracy / Workshops in Confidence Building, Building CV's, IT, Food Hygiene, Basic First Aid and much more. Contact Rosie Marler or Mandy Rouse, Tel: 01493 743054
- **A4e** - Training and opportunities for unemployed people. First Floor, 42-44 Market Place, Great Yarmouth, NR30 1LX. Contact David Driver 078 3357 4874 / 01493 851 385
- **GFS Platform** (Girl Friendly Society) for girls aged 14-25 who are pregnant or have children or require support with health, pregnancy, sexual, postnatal, lifestyles or substance misuse issues. Located at 24a South Quay, Great Yarmouth, NR30 2RG, Tel: 01493 852253.
- **Connexions** – if you are aged 13-19 and need advice, contact Kim Smith, 4 Church Plain, Great Yarmouth, NR30 1PL, Tel: 01493 845400. Opening hours Mon / Tues / Thurs 09:00-17:00 / Wed 10:00-17:00 / Fri 09:00-16:30.
- **Target Opportunities** – support for local people into training and employment (CV's, interview skills etc). Contact Ben Sampson, Voluntary Norfolk, Neighbourhood Centre at 143 King Street or Tel no: 01493 845 924
- **First Move** - free basic I.T. courses for unemployed people, located at Nelson Drill Hall, Artillery Square, Great Yarmouth, NR30 2LR. Contact Marc on 01493 854 551.
- **Bradwell Learning Centre** – Bradwell Community Library, Lords Lane, Bradwell, Mon-Fri 09:15-12:15, Tel: 01493 667953.
- **Caister Learning Centre** – Windsor Road, Caister, Mon-Fri 9:00-12:00 / 13:00-15:00. Tel: 01493 721913.
- **Greenacre Learning Centre** – Dickens Avenue, Great Yarmouth, Mon-Fri 09:00-12:00 / 13:00-15:00, Tel: 01493 857010.
- **Oriel High School** - Learning Centre, Oriel Avenue, Gorleston, Wed 17:00-20:00, Tel: 01493 721913.
- **Social Enterprises** - fully funded training courses for setting up a social enterprise. St Johns House, 25 St John Maddermarket, Norwich, NR2 1DN. Tel: 01603 615 200.
- **NWES** - helping with the creation of new jobs and employment opportunities by running courses. The Novus Centre, The Conge, Great Yarmouth, NR30 1NA. Tel: 01493 335 680.

# Resident Support Guide

- **Directgov.co.uk** – support and advice with learning (schools, colleges, university student finance)
- **Carlos Antunes** – help with benefits. Portuguese / English speaker from Community Connections. Black, Minority and Ethnic Worker. Tel: 078 8750 5285. Wednesday's drop-in at Neighbourhood Centre, 143 King Street, NR30 2PQ.
- **Adult Literacy and Numeracy**
  - Bradwell – Tue / Wed 09:15-12:00
  - Caister – Tue 13:00-17:00
  - Greenacre – Thu 09:00-12:00 / 13:00-17:00

[Back to Contents](#)

# Resident Support Guide

## Chapter 11

### Money

- **Citizens Advice Bureau** - 2 Stonecutters Way, Great Yarmouth, NR30 1HF. Drop-ins Mon-Thu 9.30-12.00 / Mon- Thu afternoons - appointments only, Tel: 01493 856665. Support in other languages available on the website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- **Credit Union** – local community saving and lending service. Based at the Neighbourhood Centre at 143 King St, Great Yarmouth, NR30 2PQ, or phone Julie Stephenson on 01493 845922. Drop in at Neighbourhood Centre on Fridays 10.00-12.00
- **Illegal Money Lending** –confidential help and advice contact the Illegal Money Lending Team on 0300 555 2222
- **Credit Action (Money Education Charity)** – free, impartial advice on ways to deal with debt, ideas on saving money. Visit [www.moneyworries.org.uk](http://www.moneyworries.org.uk) / free helpline 0800 591 084
- **Trading Standards** - Norfolk County Council providing advice on faulty goods / dodgy workmanship / dishonest traders / scams etc. Contact Trading Standards, Service County Hall, Martineau Lane, Norwich, NR1 2UD. Tel no: 0845 404 05 06 / Mon-Fri 8.00-18:30 / Sat 09.00–13.00.
- **GFS Platform** - (Girl Friendly Society) for girls aged 14-25 who are pregnant or have children or require support with health, pregnancy, sexual, postnatal, lifestyles or substance misuse issues. Located at 24a South Quay, Great Yarmouth, NR30 2RG, Tel: 01493 852253.
- **National Debt line** – help with advice, online personal budget sheet, sample letters for creditors. Mon-Fri 09:00-21:00. Tel: 0808 808 4000 / [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk).
- **D.I.A.L** – offers information and advice to disabled people and their carers. Located at 12A George St, Great Yarmouth, NR30 1HR. Tel: 01493 856900.
- **Social Fund Enquiries** - 0845 850 0032 (Not crisis loan living expenses applications)
- **Maternity Allowance Enquiries** - 0845 608 8595
- **Bereavement Benefit Enquiries** - 0845 608 8602
- **Crisis Loans** - 0800 169 5198 ( Living expenses applications only)
- **Directgov.co.uk** – advice on all aspects of money issues
- **Carlos Antunes** – help with benefits. Portuguese / English speaker from Community Connections. Black, Minority and Ethnic Worker. Tel: 078 8750 5285. Wednesday's drop-in at Neighbourhood Centre, 143 King Street, NR30 2PQ.

# Resident Support Guide

## Chapter 12

### Safety

- **Antisocial behaviour and other community safety:**
  - Action line 0845 605 22 22
  - Norfolk Constabulary mini com 01953 424 200
  - Antisocial Behaviour Coordinator 01493 333 352
  - Crime Prevention and Architectural Liaison Officer 01493 333 350
  - Great Yarmouth Borough Council 01493 846 409
  - Police 0845 456 4567
  - Home Watch Administrator 01493 333 346
  - Victim Support 01493 330 600
  - Norfolk Youth Offending Team 01493 847 400
  - T2: Drug & Alcohol Services 01493 854 661 / 078 8184 7747
  - Norfolk Fire Service 01493 843 321
  - Crimestoppers 0800 555 111
  - Emergency 999
- **GFS Platform** - (Girl Friendly Society) for girls aged 14-25 who are pregnant or have children or require support with health, pregnancy, sexual, postnatal, lifestyles or substance misuse issues. Located at 24a South Quay, Great Yarmouth, NR30 2RG, Tel: 01493 852253.
- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages. Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside, Great Yarmouth, NR30 2HL. Tel: 01493 745260
- **Leeway Women's Aid Help** - for victims of domestic violence in need of emergency accommodation, Tel: 01603 623745 / 0845 2412171.
- **Directgov.co.uk** – crime prevention, victims, judicial system advice, law etc
- **Neighbourhood Centre** – report malicious phone calls, homophobia, racial harassment, anti-social behaviour, domestic violence, neighbourhood incidents. Contact Ruth Thompson or Louise Powles at 143 King Street, Tel: 01493 845929, Mon-Fri 09:30-16:30. For confidential reports Wed 16:00-17:00.

# Resident Support Guide

## Chapter 13

### Volunteering Opportunities

- **Volunteer Centre** – one to one, befriending, gardening, decorating, DIY. Corinne Anderson / Eileen Mascoll at the Neighbourhood Centre, 143 King Street, NR30 2PQ, Tel no: 01493 845929.
- **Voluntary Norfolk** – contact Simon O’Leary or Toni Tingle Neighbourhood Centre, 143 Kings Street, Great Yarmouth, NR30 2PQ, Tel: 01493 845929
- **Yourmouth** – community newspaper. Contact Helen Johnson at the Neighbourhood Centre, 143 King Street, NR30 2PQ, Tel: 01493 845929
- **V-involved** - getting young people to volunteer (hosted by Voluntary Norfolk), Contact: Steve Smith at the Neighbourhood Centre, 143 King Street, NR30 2PQ, Mon / Tues / Wed. Tel: 01493 845929, Mobile: 077 7153 1562, Email: [steve.smith@voluntarynorfolk.org.uk](mailto:steve.smith@voluntarynorfolk.org.uk)
- **GFS Platform** - (Girl Friendly Society) for girls aged 14-25 who are pregnant or have children or require support with health, pregnancy, sexual, postnatal, lifestyles or substance misuse issues. Located at 24a South Quay, Great Yarmouth, NR30 2RG, Tel: 01493 852253.

[Back to Contents](#)

# Resident Support Guide

## Chapter 14

### Welfare Rights

- **Welfare Rights** - run by the Great Yarmouth Borough Council. Drop-in at Greyfriars House. Mon-Fri 09.00-12.00, Tel: 01493 846179.
- **Free housing benefits** advice drop-in service each Monday from 10am to 1pm at the Comeunity Neighbourhood Centre, 143 King Street, Great Yarmouth. Tel: 01493 845920.

[Back to Contents](#)

# Resident Support Guide

## Chapter 15

### Your Rights in the UK

- **GYROS** - Support for newcomers to Great Yarmouth and speakers of other languages. Tue 10.00-11.30; Wed 14.00-15.30; Thu 10.00-11.30 / 14.00-15.30. Located at 52a Deneside, Great Yarmouth, NR30 2HL. Tel: 01493 745260
- **Carlos Antunes** – help with benefits. Portuguese / English speaker from Community Connections. Black, Minority and Ethnic Worker. Tel: 078 8750 5285. Wednesday's drop-in at Neighbourhood Centre, 143 King Street, NR30 2PQ.

[Back to Contents](#)