

# NORFOLK COUNTY COUNCIL HAS COMMISSIONED SERVICES ACROSS THE COUNTY TO HELP TACKLE LONELINESS AND SOCIAL ISOLATION

The services offer 1-to-1, group and peer support to adults (18+) whose loneliness and social isolation are the primary issues affecting their health & wellbeing.

## Clients are supported to:

- Access social & community activities, volunteering opportunities and local support networks
- Identify and overcome barriers that prevent them from becoming connected
- Reconnect with family & friends and make new connections in their community.

The services can also form part of a wider package of support for individuals where loneliness and social isolation are symptoms of other more complex challenges, such as caring responsibilities, mental or physical ill health or debt.

See map inside for details of the referral process in different areas and features of each service.



Norfolk County Council

The services and referral process vary slightly according to 2019 NHS Clinical Commissioning Group boundaries (see map inside) and are delivered by lead providers working with a range of other specialist health & wellbeing organisations.

## WEST NORFOLK CCG

Service Name: Lily  
Lead Provider: The Borough Council of King's Lynn & West Norfolk



## NORTH NORFOLK CCG

Service Name: CAN Connect  
Lead Provider: Community Action Norfolk (CAN)



## NORWICH, GREAT YARMOUTH AND SOUTH NORFOLK CCGS

Service Name: Better Together  
Lead Provider: Voluntary Norfolk



We adopt a No Wrong Door policy to this countywide service and work with our delivery partners to ensure clients are referred to the most appropriate support in their area.

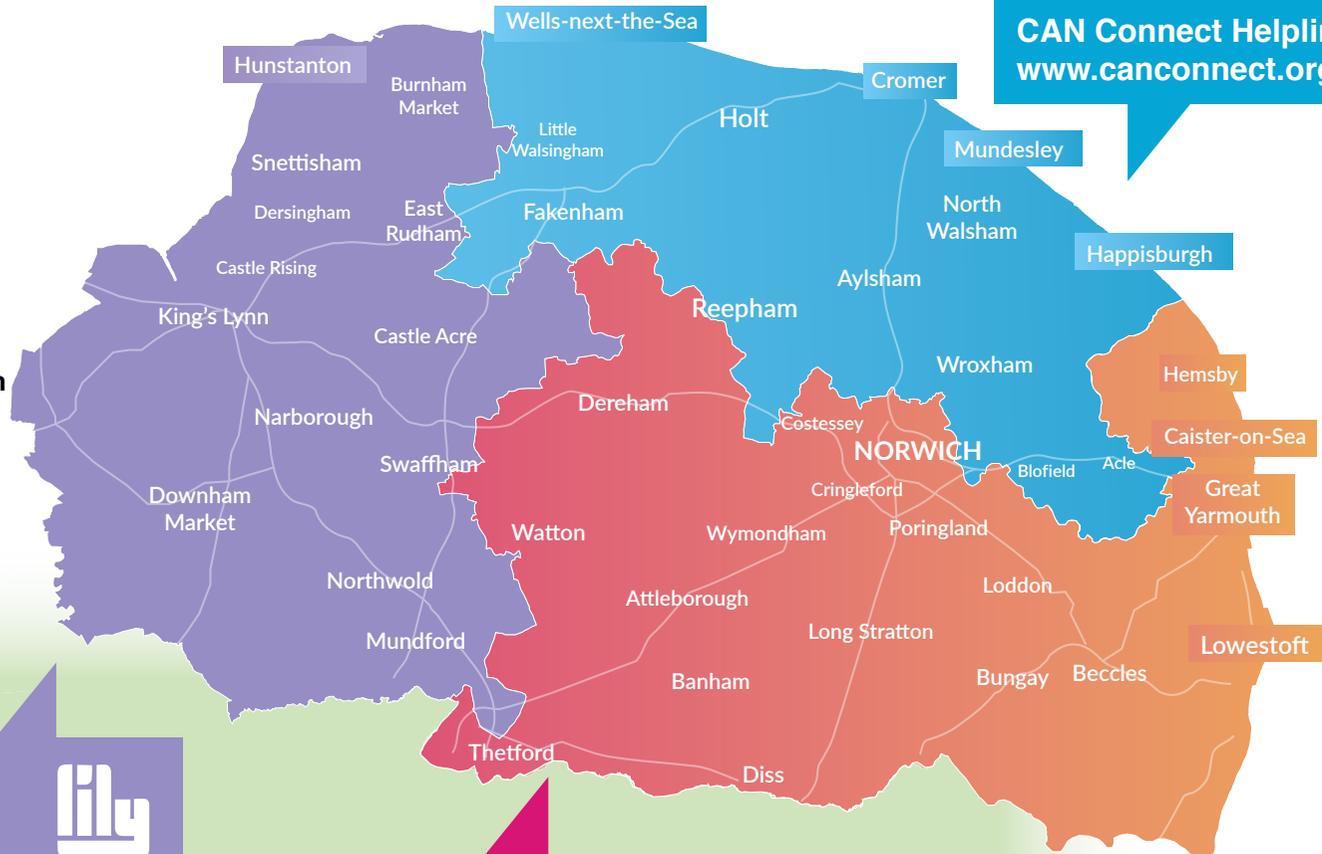
# COMBATting LONELINESS AND SOCIAL ISOLATION IN NORFOLK



# COMBATTING LONELINESS AND SOCIAL ISOLATION IN NORFOLK

- There are an estimated 38,000 lonely people in Norfolk aged 65+ plus many others of all ages who are lonely through isolation caused by physical or mental health problems.
- Being lonely increases the risk of premature death by 30%.
- Loneliness is associated with an increased risk of developing coronary heart disease, high blood pressure and stroke.
- It is considered more harmful to health than smoking 15 cigarettes a day.

Sources: Norfolk County Council, Norfolk Public Health, Local Government Association and the Campaign to End Loneliness



## NORTH NORFOLK



- Online and phone referral and LiveChat
- 1-to-1 assessment, coaching and support
- Freephone helpline open 9-5pm, Monday-Friday
- Social action grants for individuals and groups
- Access to local groups and activities

**CAN Connect Helpline 0300 303 3920**  
[www.canconnect.org.uk](http://www.canconnect.org.uk)

## WEST NORFOLK



- Referral by phone or email
- 1-to-1 support delivered face-to-face and on the phone by Lily advisors
- Social action grants for individuals and groups
- Online directory of services and events

**01553 616200 (option 6)**  
[asklily@west-norfolk.gov.uk](mailto:asklily@west-norfolk.gov.uk)  
[www.asklily.org.uk](http://www.asklily.org.uk)

## NORWICH, GREAT YARMOUTH AND SOUTH NORFOLK



- Online and phone referral and LiveChat
- 1-to-1 assessment, coaching and support from a team of Life Connectors
- Freephone helpline open 9-5pm, Monday-Friday
- Social action grants for individuals and groups
- Access to groups and activities

**Better Together Helpline 0300 303 3920** [www.bettertogethernorfolk.org.uk](http://www.bettertogethernorfolk.org.uk)