**Home Shield Norfolk**

Home Shield Norfolk is a cross-agency referral service for professionals who work with vulnerable people and their carers. The scheme aims to find ways to support people and help them to stay safe, healthy and happy in their own homes.

If in the course of a normal working day, a professional finds an individual with needs which their organisation cannot address, they can be referred to Home Shield. With the individual's consent, the issues or concerns are recorded on a referral form by the professional which is then sent to Home Shield. Home Shield will then endeavour to refer the individual onto another organisation that may be able to help meet their needs.

This leaves the professional free to carry on with their everyday role, saving time and money.

Home Shield Norfolk is coordinated by Norfolk County Council and monitored by a steering group of members from partner organisations including Trading Standards, Norfolk Constabulary, the Fire and Rescue Service and Saffron Housing.

**Category(ies):** Information & options appraisal, Information, Signposting / gateway service, First Contact services

**Who it is for:** People who need help to stay safe, healthy and happy in their own homes.

**Where available:** Local service covering: Breckland, Broadland, Great Yarmouth, Kings Lynn and West Norfolk, North Norfolk, Norwich, South Norfolk (Norfolk).

**What it costs:** The service is free of charge.

**How to access or apply for it:** By post to-

Home Shield Norfolk
County Hall
Martineau Lane
Norwich
NR1 2UD

If you would like to speak to Home Shield then please call 01603 638455.

**Info. updated:** 25/06/2013

**About the service provider:**

**Contact info:** *Norfolk County Council*: County Hall, Martineau Lane, Norwich, Norfolk, NR1 2UD.