

Creating Communities

West Norfolk Key Information

This booklet tells you about key local services in this area. We hope you find it useful. If there's something you want to know and can't find it here, you can contact the borough council for advice.

March 2025



We're delighted to provide you with this booklet of service and community information for West Norfolk. It's designed to help you by bringing together information about key local services, as well as leisure activities, local amenities and transport links. It will also help you find out how you can take an active role in your community – see the Lily advert for more information on this.

We hope you find it useful. If there's something you want to know and can't find it here, you can contact the borough council for advice.

Borough Council of King's Lynn & West Norfolk

Unless we give different details for a specific service you can find out more about most services at www.west-norfolk.gov.uk.



If you prefer to speak to someone we offer webchat, you can visit our offices in Chapel Street, King's Lynn, or you can call us on **01553 616200**.

For the latest news, events and updates you can follow us on Facebook at www.facebook.com/BCKLWNnewsandevents. The council also sends out a weekly newsletter to residents.



You can subscribe at www.west-norfolk.gov.uk/yournews.

Adaptations and equipment



Care & Repair

Our Care and Repair service promotes independent living by providing adaptations, equipment, some repairs and more. They can help with falls prevention and some low-level home security and energy efficiency measures. They can also give advice on benefits and grants.



Find out more at www.careandrepair-wn.org or call the council.

Bins

General waste, recycling and food waste are collected by the council's contractor, Serco. Assisted collections are available for some people. You can also take advantage of garden waste and bulky item collection services (there are charges for these services).

See our separate advert for more information about bin

types, bulky and assisted collections, what Serco collects and local tip locations. All bin enquiries should be directed to Serco on **0330 109 9220**.

Careline Community Service



Careline COMMUNITY SERVICE

Careline Community Service is a personal alarm service to help people to live safely and independently at home. Users wear a pendant which can be pressed to tell our monitoring centre that the wearer needs help. Some grant funding may be available for eligible people.



Find out more at www.careline-cs.org.uk or email operators@west-norfolk.gov.uk.

Council tax

The borough council collects council tax to pay for local services on behalf of the county, borough and parish councils, the Police and Crime Commissioner and the Internal Drainage Board. If you're on a low income you might be eligible for council tax support.

You can use our website to set up an account or a direct debit, make one-off payments and tell us you're moving.

Events

The borough council runs many free events for people in West Norfolk to enjoy throughout the year.

See our website for more details or follow us on Facebook @[bcklwnnewsandevents](https://www.facebook.com/bcklwnnewsandevents).

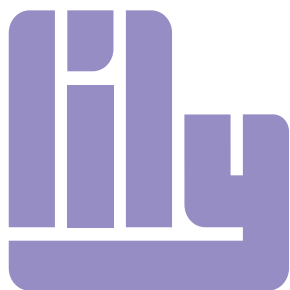
Housing benefit/ Universal Credit

Housing Benefit, which is usually paid as part of Universal Credit, helps you pay part or all of your rent if you're on a low income. We can tell you if you are eligible and help you claim.

Nuisance: anti-social behaviour, fly-tipping and community safety

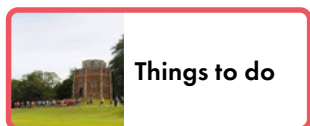
We investigate noise nuisance, anti-social behaviour and environmental offences, such as fly-tipping and dog fouling. You can report it on our website or call us.

If you want to report a crime, please call **999** for emergencies or **101** to report non-emergencies, or Crimestoppers on **0800 555111**.



Community Directory

Looking for help and support locally?
Search our directory for information on:



Things to do



Housing and
care homes



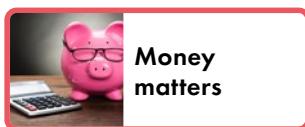
Transport
and getting
around



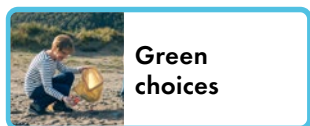
Learning,
work and
volunteering



Health, care
and support



Money
matters



Green
choices



Advice, safety
and other
information



Childcare
and family
support

For more information,
scan the QR-Code with
your mobile phone



01553 616200
asklily.org.uk

Borough Council of
King's Lynn &
West Norfolk



Help Hub and Lily

The West Norfolk Help Hub brings organisations together across the borough and beyond to support people in need with a range of issues. You can get in touch through the council by calling **01553 616200**.



Or you can visit
**west-norfolk.gov.uk/
helphub**

Lily helps you to develop friendships and get involved in your community. They have lots of information about activities, groups, volunteering and support in West Norfolk. It's for anyone but it is particularly helpful for people who are lonely or socially isolated.



It has its own website
asklily.org.uk.

Housing

The council's housing teams support people who need help with housing and work with landlords to make sure rented homes meet legal requirements. If you are homeless, worried about becoming homeless or need help to find housing, we can give lots of support. We may be able to provide accommodation for a short time in an emergency, depending on your circumstances.

If you are an existing social housing tenant, your housing provider is the best place to start for most queries.



If you're looking for social housing, visit
homechoice.west-norfolk.gov.uk

Elections



The borough council administers national and local elections, and voter registration.

Registering to vote is quick and easy at **gov.uk/register tovot**.

You will need your National Insurance number to complete the registration process.

Parking

The council runs around 30 car parks in the borough. Details of locations, charges, opening times and restrictions are on the council website.

Planning

The borough council decides planning applications, develops local planning policy, enforces decisions and more. If you are planning to build, extend or alter a property, or have concerns about another property, you can find out more on the council's website.

Norfolk County Council



Unless different details are given for a particular service, you can find information about

Norfolk County Council's services at www.norfolk.gov.uk or you can call **0344 800 8020**.

Their Text Relay number is **18001 0344 800 8020**.

Support for adults

Adult social care helps people aged 18 and over, and their carers, who need practical care and help because of an illness or disability. They can also help with assistive technology and equipment to help adults live independently and safely at home.

Protecting adults from harm

Abuse can come in many forms, including physical, financial or emotional harm. If you or someone you know is being abused or may be at risk of any form of mistreatment or neglect, call the county council.

Learning disabilities

The Norfolk Learning Disability Service supports adults who have been diagnosed with a learning disability with a range of support services.

Carers

A carer looks after a family member, friend or neighbour who can't cope without support due to illness or disability, even if it is an informal arrangement. The county council can help with access to financial support, practical help and employment support for carers.

Children and families

Norfolk County Council provide a wide range of services for children and families including Early Help, Adoption and Fostering, Childcare and Early Learning, Family Hubs, Early Childhood and Family Service (ECFS), Children in Care, Young Carers and Care Leavers.

Report child safety concerns

Children's social care supports children, young people and families who need extra help to protect children and young people from harm.

If you are worried about the safety or welfare of a child but you're not sure about it, it's best to say something. If you call with a safeguarding concern, you have the right to remain anonymous.

Libraries

Public libraries in West Norfolk are available in King's Lynn, Gaywood, Dersingham, Hunstanton and Downham Market.

Norfolk Swift Response

Norfolk Swift Response is a 24-hour service that provides practical help to adults with an urgent, unplanned need at home. It is a free service, call **0344 800 8020**.

Norfolk Swift Response can help with practical things like:

- If you have a fall but are not seriously injured. They can bring special lifting equipment to help make moving as safe as possible for you
- Getting up, washed, and dressed - for example if your partner or carer is suddenly admitted to hospital

If you believe someone is in danger or their life is at risk - call 999.

It's for people who:

- are aged 18 or over
- live at home
- need physical or practical support with daily living tasks

This includes:

- People with physical illness or disabilities
- People with learning disabilities
- People with mental health problems
- Carers

Many villages in West Norfolk are also served by Mobile Libraries.

As well as books for every type of reader, libraries host events, courses and fun activities. They have free computers and Wi-Fi. You can ask for help to use the computers.

Education and learning

Education between 5 -18

Norfolk County Council are responsible for school admissions, school/college transport (including SEND transport) and free school meal provision.

Support is available for young people in Norfolk who are not in further education, training or employment from Help You Choose.



See their website at www.helpyouchoose.org or call **0344 800 8022**.

Adult learning

Learning opportunities for adults include Life Skills, Health, Wellbeing and Fitness, English, Maths and English as a Second Language, and qualifications, courses and skills for employment.

Transport and highways

The county council are responsible for local transport planning, including roads and public transport provision (see separate section on public transport for buses and trains).

They repair and maintain roads, and administer bus passes and blue badge disability parking permits. Everyone over 66 can have a pass giving them free travel on many buses. A similar pass is available for people with a long-term disability.

Public transport

In West Norfolk there are train stations in King's Lynn, Watlington and Downham Market, providing train links to and from London, with connections at Ely and Cambridge to other parts of the country. The station in King's Lynn is on Blackfriars Road.



www.nationalrail.co.uk or call **03457 484950** or textphone/minicom **0345 60 50 600**.

First Buses provide a route through West Norfolk from Peterborough to Norwich. Lynx Buses and West Norfolk Community Transport provide routes within West Norfolk.

West Norfolk Community Transport also provides services including Dial-a-Bus, Pick me up, Go to town and Shop Mobility. King's Lynn Ferry goes between King's Lynn and West Lynn.



The borough council website has more details at **www.west-norfolk.gov.uk**.



Work and Benefits

The Department for Work and Pensions (DWP) administers the State Pension and a range of working age, disability and ill-health benefits. It also runs the Job Centre Plus with branches in King's Lynn, Wisbech, Thetford and Fakenham. They can help with:

- Job search and training
- Work experience and job trialling schemes
- Starting your own business
- Combining work with looking after children or caring responsibilities
- Extra help for specific problems

You may also be able to keep getting some benefits once you start working.

If you are disabled, they can help you find a job, gain new skills and tell you about specific programmes to help you back into work.

Useful DWP contacts

Universal Credit: **0800 328 5644**

Jobseeker's Allowance (JSA), Income Support, Incapacity Benefit or Employment and Support Allowance (ESA): **0800 169 0310**

Pension Service: **0800 731 0469**

Child Benefit: **0300 200 3100**

Attendance Allowance:
0800 731 0122

Personal Independence Payment (PIP): **0800 121 4433**

Safety and Emergencies

Norfolk Fire and Rescue

As well as attending live incidents such as fires and road traffic collisions, the Fire Service provides home fire safety visits. Norfolk Fire and Rescue can be contacted on **0300 123 1669**. In the event of a fire or other emergency, always dial **999**.

Police

Call **999** in emergency situations like these:

- There is an immediate danger to life
- Someone is using violence or is threatening to be violent
- A road traffic collision where life is at risk, or the road is blocked
- A crime is happening right now, like a house burglary or a theft

If you accidentally dial **999**, please stay on the line and tell the operator you're safe and that no crime has occurred.

Call **101** for non-emergency enquiries. You can also visit the police station in King's Lynn on St James Street.

The Police hold regular neighbourhood meetings where you can discuss issues that matter to you with your local policing team.



Details can be found here: **www.norfolk.police.uk/area/your-area**

Power cuts

UK Power Networks own and maintain electricity cables and mains across the East of England. You can call the free power cut phone line - **105** - to report or get information about power cuts.

Water supply

Anglian Water supplies water and water recycling services in the East of England. To report an issue, such as loss of supply and pressure, call **03457 145 145**



or visit **www.anglianwater.co.uk/your-local-area/report-an-issue**

Flooding

If people or property are in immediate danger from floodwater, call Norfolk Fire and Rescue Service on **999**.

You can report flooding and flood-related issues by phoning the Norfolk Flood Helpline on **0344 800 8013**.



You can also report a flood on the Norfolk County Council website **www.norfolk.gov.uk**.

To report a burst water main or sewer flooding, contact Anglian Water online or call **03457 145145**.

Gas

If you smell gas or suspect carbon monoxide you should call **0800 111 999** immediately (24/7 National Gas Emergency number).

Priority Services Register

The Priority Services Register (PSR) is a free UK- wide service which provides support to people who need extra help when there's an interruption to the electricity, gas, phone or water supply.

You can register with PSR through your supplier or via UK Power Networks.

Health

Primary health care

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS.

Primary care includes general practice, community pharmacy, dental, and optometry (eye health) services.



You can find your nearest services by visiting the NHS website at www.nhs.uk.

Community health care

Community health services deliver accessible NHS healthcare services to adults and children in convenient places close to their homes and, where necessary, in their homes.

Services include health visiting, physiotherapy, district nursing and school nursing, immunisation, speech and language therapy, and smoking cessation. Your GP can provide more information about these services.

Just One Norfolk

This is a service to help with any questions or concerns about your child's health, wellbeing or development. The clinical team can support you over the telephone, video call or text, and work with you to understand how best to support you and your family. www.justonenorfolk.nhs.uk is a comprehensive website designed to support families from pregnancy through to early adulthood. You can also call Just One Norfolk on **0300 300 0123** or text **07520 631590**.

emotional issues, such as low mood, depression or stress. Call **0300 123 1503** to find out more.

If you need urgent mental health support dial **111** and select the mental health option to speak to the 24-hour urgent mental health helpline.

Queen Elizabeth Hospital

The Queen Elizabeth Hospital is on Gayton Road, King's Lynn. It provides a wide range of hospital services including emergency and maternity care.



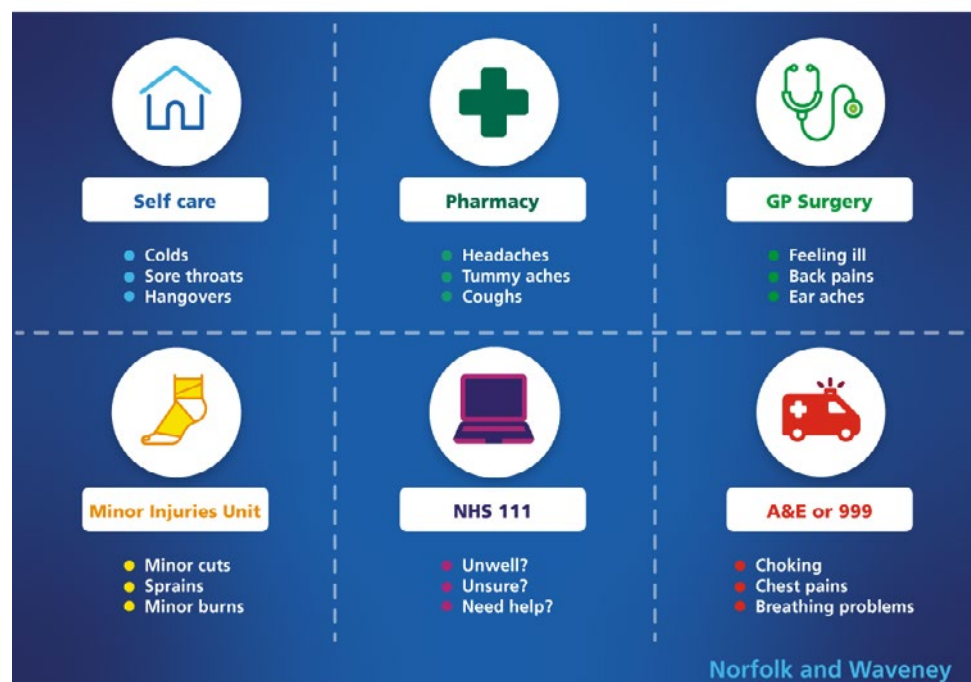
Visit their website www.qehkl.nhs.uk or call **01553 613613**.

If you have a query, depending on the issue you may be referred to and treated at a different hospital.

Mental health

Norfolk and Suffolk Foundation Trust NHS provide mental health services for both adults and children. Referrals are usually made by a GP. Their Talking Therapies Service provides a range of support for people with common mental health and

Choose the right care for your needs



Waste and Recycling in West Norfolk

Most properties will be given a black bin (general waste), a green bin (recycling) and a food waste caddy. In some places wheeled bins are replaced with sacks. All bin enquiries should be directed to Serco, the council's contractor, on **0330 109 9220**.

Recycling – we take the following:



Cartons: waxed cartons and Tetra Paks (such as juice and soup cartons)



Glass: bottles and jars (leave the tops on)



Paper: newspapers, magazines, envelopes (including window type), greetings cards, junk mail, wrapping paper, cardboard, shredded paper



Plastic: Drinks, detergent, shampoo and milk bottles (please leave lids on) Pots, tubs and trays (yoghurt pots, ice cream and margarine tubs)



Metal: steel and aluminium food and drinks cans, empty aerosols, foil and foil trays

Garden waste bins: these can be used for grass and hedge clippings, twigs and small branches, cut flowers, windfall fruit, leaves etc. There is a charge for this service.

Bulky items: we can collect items which are too big to put in your normal bin. There is a charge for this service.

Assisted bin collections: if you can't move your bin, we may be able to collect, empty and return your bin to its storage position. This is a free service.

Borough Council of
King's Lynn &
West Norfolk



There are four recycling centres (tips) in the borough

King's Lynn Willow Business Park: Saddlebow, PE34 3RD

Docking: Docking Common, Fakenham Road, PE31 8NN

Wereham/Crimplesham: Crimplesham Road, PE33 9DX

Heacham: Chalkpit Road, PE31 7JE

These are owned and operated by Norfolk County Council; please see www.norfolk.gov.uk for opening times and booking.

Norfolk
Waste
Partnership

Let's **S.C.R.A.P** fly-tipping
norfolkrecycles.com/scrapflytipping

 **NORFOLK**
CONSTABULARY
Our Priority Is You

ALIVE

Part of:

Borough Council of
**King's Lynn &
West Norfolk**



Alive Lynnsport

Gym • Sport • Classes

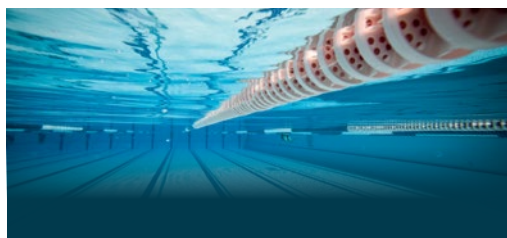
Greenpark Avenue, King's Lynn,
Norfolk PE30 2NB
Telephone: 01553 818001



Alive St James

Gym • Swim • Classes

Blackfriars Street, King's Lynn,
Norfolk PE30 1NN
Telephone: 01553 764888



Alive Downham Leisure

Gym • Swim • Classes

Bexwell Road, Downham Market,
Norfolk PE38 9LL
Telephone: 01366 386868



Alive Oasis

Gym • Swim • Classes

Central Promenade,
Hunstanton, Norfolk PE36 5BD
Telephone: 01485 534227



King's Lynn Corn Exchange

Cinema • Theatre • Comedy • Music

Tuesday Market Place, King's Lynn,
Norfolk PE30 1JW
Telephone: 01553 764864

