

Big Society Fund – Review and Refocus

Summary:

The Big Society Fund was established in 2012. The purpose of the fund is to help build strong and vibrant communities in North Norfolk through the delivery of projects that improve social and economic wellbeing.

The annual funding for the Big Society Fund is currently £225,000, with the maximum grant award being £15,000.

Decisions on grant applications are made by a politically balanced Panel who meet four times a year.

The fund has now been in operation for eight years. During that time it has awarded over 260 grants totalling approximately £1,960,000 to 211 organisations in 94 parishes across North Norfolk. End of Grant reports from successful grant applicants plus feedback from communities, Members and individuals demonstrates the importance and value of the fund and the significant difference it has made to communities across North Norfolk.

A review of the Big Society Fund in conjunction with the funds Chair and Vice Chair identified a number of areas for improvement and refocus. The aim of the fund and the purpose for which a grant can be awarded has also been reviewed to ensure it meets both Council's priorities and community need in North Norfolk.

As a result, it is proposed that a number of changes are made to the fund. This will enable a wider range of organisations to apply to the fund for projects that will benefit their communities.

It is proposed that name of the fund will change from the Big Society Fund to the North Norfolk Sustainable Communities Fund. Sustainable Communities are places in which people want to live and work, now and in the future. They meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life.

The fund will be more closely aligned to the key priorities identified in the Councils Corporate Plan specifically Climate, Coast and Environment and Quality of Life.

This report seeks approval from 1st June 2020 to:

- Change the name of the fund to The North Norfolk Sustainable Communities Fund
- Refocus the fund and give additional weighting to projects with positive environmental outcomes and those which promote the physical and mental health and wellbeing of communities.
- Require applicants to demonstrate how their project is accessible and inclusive
- Give applications for revenue and capital funding equal priority. Revenue costs could include staff or volunteer training.
- No longer fund 100% of a project. All applications will be expected to identify a level of match funding
- Establish a simplified application process for projects requesting a grant of up to £1,000. Decisions will on these application will be made each month by the Chair and Vice Chair of the fund and reported to the next Panel. Currently all eligible applications are presented to the Panel which has authority to make grant awards up to a maximum limit of £15,000.

Options considered:

Option 1 – Not to make any changes to the Big Society Fund process or criteria. The review has identified areas where the criteria of the fund needs to change to ensure it reflect key Council priorities, is more equitable, encourages accessibility and utilises the budget more effectively.

This option is not recommended

Option 2 – To accept the recommendations in the report to change the name and refocus the fund. This will encourage a wider and more diverse range of projects from communities across North Norfolk. It will align with and support the delivery of identified Council priorities in respect of Quality of Life and Climate, Coast and Environment.

This option is recommended

Conclusions:

Since it was established in 2012, grants awarded by the Big Society Fund have contributed to the delivery of 260 projects that have helped improve social and economic wellbeing and build strong and vibrant communities in North Norfolk. The renaming and

refocussing of the fund will build upon this legacy and ensure that The North Norfolk Sustainable Communities Fund supports projects that meet key Council priorities, widens the criteria to fund a wider range of organisations and communities, and promote accessibility and the effective use of the budget.

Recommendations: That Cabinet resolves to accept the recommendations in the report to rename and refocus the Big Society Fund and to delegate the consequential changes to the Fund's prospectus to the Head of Economic & Community Development, in consultation with the portfolio Holder for Culture & wellbeing.

Reasons for Recommendations: To ensure the fund reflects Council priorities, enables more organisations and communities to apply for funding to make their communities sustainable.

To utilise the fund to build sustainable communities and demonstrate the Council's commitment to respond to the Climate Emergency it declared in 2019.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

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Cabinet Member(s) Cllr Virginia Gay	Ward(s) affected – all across North Norfolk
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1. Introduction

- 1.1 The Big Society Fund was established in 2012. The purpose of the fund was to help build strong and vibrant communities in North Norfolk. Grants awarded by the Big Society Fund are used to support communities to deliver new and innovative projects that improve their social and economic wellbeing and support their ongoing sustainability.
- 1.2 The Big Society Fund was originally financed from a proportion of the second homes council tax returned by Norfolk County Council. This funding has now ceased and in order to maintain the fund from this financial year the budget will come from from accrued 'community reserves'.
- 1.3 The annual funding for the Big Society Fund is currently £225,000, the maximum grant award is £15,000 and there is no requirement for match funding.

- 1.4 Eligible organisations can apply for a grant each year. Applications are determined against the Funds prospectus, which allows for a wide variety of initiatives, however the vast majority of grants are awarded for capital projects. These are predominantly used to improve community venues such as village halls and for the provision of play equipment.
- 1.5 End of Grant reports submitted from successful grant applicants plus feedback from communities, Members and individuals demonstrate the ongoing importance and value of the fund and the significant difference it continues to make across North Norfolk.
- 1.6 The Fund's prospectus has hardly changed since its inception; whilst the context within which it operates and the Council's priorities *have* changed. Recent discussions with the Chair and Vice Chair of the Big Society Fund panel identified a number of areas where it is felt the fund could better achieve the priorities of the Council and better fit the needs of local communities.. Whilst it is still recognised that the funding awarded is clearly of benefit to local communities, it was felt that it is time for a refocus by changing the prospectus and the funding guidelines. A review was thus undertaken involving the staff responsible for administering the fund and the members of the panel.

2. Finding of the review

- 2.1 The review identified that:
 - 2.1.1 The current focus of the fund does not sufficiently reflect the high priority attached to the declared climate emergency and the need to protect the environment (and by direct implication communities themselves).
 - 2.1.2 Grants are predominantly awarded for capital projects such as the provision of or improvement to new and existing facilities, e.g. community buildings, sports facilities and play areas. The focus on capital projects may preclude some parishes or community organisations from applying for funding.
 - 2.1.3 The overall purpose of a project may meet the fund's eligibility criteria but often the proposed use of the grant is outside the scope of the fund, e.g. an organisation may want to provide support to people with mental health needs in North Norfolk, but applies for funding to train volunteers. The project would meet the existing criteria in relation to improving or supporting the wellbeing of communities; however, the proposed use of the grant would be outside the scope of the fund (as revenue costs for administering groups or organisations, such as staff, management, volunteer and training are not supported).
 - 2.1.4 The current application, assessment and decision process is the same for all applications, regardless of the amount of funding requested. The process can be unnecessarily onerous for organisations that require a lower level of funding.
 - 2.1.5 There is a need to secure finance to support the long term continuation of the fund. The Big Society Fund was originally financed from a proportion of the second homes Council Tax returned by Norfolk County Council.

This funding source has now ceased, and from this financial year, the finances to support the fund are being taken from accrued community reserves.

- 2.1.6 The fund aims to support projects which improve communities' social and economic wellbeing. Whilst this is still appropriate, it is considered that the fund should also align to the priorities in the recently adopted Corporate Plan, specifically Quality of Life and Climate, Coast & Environment.

3. Proposed changes to the fund

- 3.1 To address the findings of the review, the following changes are recommended:
- 3.1.1 The name of the fund be changed to The North Norfolk Sustainable Communities Fund (NNSCF). Sustainable communities are places in which people want to live and work, now and in the future. They meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life. It is felt that relaunching the fund as The North Norfolk Sustainable Communities Fund will raise its profile and focus on what the Council sees as a priority and be able to respond to the identified needs of local communities.
- 3.1.2 Full Council declared a Climate Emergency across the District in April 2019. To reflect the priorities of the Council in respect of climate change and the environment weight should be given to funding projects with positive environmental outcomes and in which applicants clearly demonstrate that they have focussed on carbon reduction, reducing the environmental impact of their project and / or conserving or enhancing the biodiversity of their local environment. Such projects could include green energy generation, community allotments, habitat creation and improvement, tree planting, energy conservation, waste reduction and more local sourcing of materials and services. Organisations will be asked to consider the environmental impact of their proposed project and the Panel will give weight to projects that enhance the sustainability of local communities or help to tackle climate change.
- 3.1.3 To reflect the priorities of the Council in respect of quality of life weighting should also be given to applications which promote, encourage or support healthy lifestyles, increase accessibility and promote the physical, mental and social wellbeing of communities.
- 3.1.4 To widen access to the Fund amongst all communities across North Norfolk, and to allow for a wider range of beneficial projects to be supported, applications for revenue funding will be given equal priority as capital projects. Revenue or project costs to establish a new project, increase the access to, location of or frequency of an existing project should also be eligible. This could include staff or volunteer training. The fund should not however support existing core revenue costs (including staff costs) and no expectation of ongoing funding .

- 3.1.5 A simplified application process should be set up for smaller revenue or capital projects below £1,000. Supported by the Health and Communities Manager, these applications will be decided monthly by the Chair and Vice Chair of the fund and reported to the next Panel.
- 3.1.6 In order to make best use of the funding available, all applications will be expected to identify a level of match funding commensurate with the type and size of the organisation and value of the project.

4. Conclusion

- 4.1 The Council is proud of the significant benefit that the Big Society Fund has made to organisations, communities and residents across North Norfolk.
- 4.2 The re-naming, re-aligning and re-focussing of the fund is intended to increase the number and type of organisations and projects eligible to apply for a grant.
- 4.3 The proposed changes will encourage smaller community groups, whose contribution to their communities is equally valuable to apply for grants to help make their communities sustainable.
- 4.4 Any eligible organisation, with a project that meets the criteria of the North Norfolk Sustainable Communities Fund should be able to apply for a grant. The prospectus should be changed to specify that additional weight will be given to applications where the proposed project demonstrates a positive impact on the Council's corporate priorities and in particular:
- the environment
 - accessibility and inclusiveness
 - The health and wellbeing of the community.
- 4.5 The additional weight given in these areas will help support the delivery of two key Council's priorities in relation to Climate, Coast and the Environment and Quality of Life. It will also raise the importance and profile of these issues within communities and help support the development of sustainable Communities in North Norfolk.
- 4.6 The changes to the fund will be implemented from 1st June 2020. The application pack and supporting documentation will be revised to reflect the changes to the fund. A press release and media campaign will be put in place to promote the North Norfolk Sustainable Communities Fund.

5. Implications and Risks

- 5.1 The Council has identified and committed through its Corporate Plan to deliver on key priorities. There is a need to ensure that the Council directs grant funding that helps deliver on these objectives and helps meet the needs of and benefits more communities in North Norfolk.
- 5.2 For the last eight years, the Big Society Fund has been of significant benefit to communities in North Norfolk. Whilst it is important that the ethos of the Big Society Fund continues, it is now appropriate and timely to review, reflect and

realign the fund. This will ensure that it meets the Council's priorities and the needs of communities, particularly given the increasing environmental and quality of life challenges facing residents and communities.

- 5.3 There is a reputational risk in not responding to the findings of the review.

6. Financial Implications and Risks

- 6.1 The Big Society Fund was originally financed from a proportion of the second homes council tax returned by Norfolk County Council. This funding has now ceased, and from this financial year, the finances to support the fund are being taken from accrued community reserves.
- 6.2 Requiring an element of match funding and offering smaller grant awards of up to £1,000 will enable funding to be used more effectively and appropriately. The Panel are continually mindful of the fact that the fund is reliant on accrued reserves when they consider applications. Reducing the grant fund or the maximum amount that can be applied for is unlikely not reduce the level of applications.
- 6.3 A range of options in relation to income and expenditure will be explored (through the budgeting process) to secure the continuation of the fund for at least the next five years.

7. Sustainability

- 7.1 The whole aim of the renaming and realigning of the fund is to promote and encourage sustainability in our communities.

8. Equality and Diversity

- 8.1 Realigning and refocusing the fund will increase equality in terms of the type of organisations that can apply to the fund, and the type of projects that can be funded. The North Norfolk Sustainable Communities Fund will particularly encourage organisations to ensure that their projects are accessible and inclusive.

9. Section 17 Crime and Disorder considerations

- 9.1 There are not considered to be any crime and disorder considerations

Advice and Information Contract

Summary:

The Council has for many years provided funding to support the provision of advice and information via the Citizens Advice Bureaux. The funding arrangement that we have in place is due to terminate and consideration needs to be given as to the best way to provide such support to residents of North Norfolk in the future. The position is summarised as follows.

- The advice and Information contract with Norfolk Citizens Advice and joint funding agreement with Norfolk County Council is due to end on 31st March 2020 and we have been asked to consider an extension to it for a further 12 months in order to bring it into line with NCC's arrangements.
- The total annual grant for the service amounts to £109,000, of which North Norfolk District Council provides £66,323 and Norfolk County Council provides £42,677 per annum.
- Any decision to provide continued grant funding (for the period 1 April 2020 – 31st March 2021) for the Advice and Information service provided by Norfolk Citizens Advice needs to be informed by an evaluation of the effectiveness of the service and in particular the way it is provided and the locations that are used in North Norfolk. Such a decision will need also to consider potential alternative means of provision both in the immediate term and in the future.

Options considered:

Option 1: To extend the current funding agreement with Norfolk County Council and to contract with Norfolk Citizens Advice for another year until 31 March 2021. The original contract which ended on 31st December 2018 was already extended by fifteen months, until 31st March 2020, at the request of Norfolk County Council. A further extension of the contract would require suspension of the Council's Standing Orders in accordance with exemption Rule 9 (f). There are elements of the existing contract that, for a variety of reasons, are not being delivered. The

actual cost of delivering the service has also not been reviewed. Therefore, it is not appropriate to merely extend the contract and this option is not recommended.

Option 2: Not to award any funding towards the provision of Information and Advice services in North Norfolk. Statistical data submitted by Norfolk Citizens Advice as part of the existing contract as well as data from services such as Social Prescribing, demonstrates a need, particularly for elderly and vulnerable residents, to provide access to a range of support services, including advice and information. Whilst Norfolk County council will continue to fund Advice and Information services, ceasing any funding by the Council for Advice and Information services would have a negative and detrimental impact on residents. This option is not recommended.

Option 3: Not to award a grant to Norfolk Citizens Advice when the current arrangements end on 31 March 2020. Whilst there is a compelling case to review and revise the grant award from the Council, the total withdrawal of funding support from the Council to Norfolk Citizens Advice would have an impact on their ability to provide appropriate Advice and Information services across North Norfolk. This option is not recommended.

Option 4: Not to extend the current contract with Norfolk Citizens Advice and joint funding agreement with Norfolk County Council until 31st March 2021 but instead to award a *conditional* grant, not exceeding the current level (£66,323), to Norfolk Citizens Advice towards the provision of Advice and Information services in North Norfolk, which would include variations of the service provision arrangements. This option is recommended as:

- it will provide the opportunity to review/tailor the service, taking into account the reasons why elements of the existing contract are not being delivered and their appropriateness/efficacy;
- the combined funding from Norfolk County Council and this Council for the existing Advice and Information service in North Norfolk does not accurately reflect the cost of the service that is currently being delivered;
- Since the original contract was agreed, other services such as Social Prescribing have been established in North Norfolk, which offer

advice and information as part of a wider support service. The amount and conditions of the grant awarded to Norfolk Citizens Advice should reflect other advice and information services being delivered.

Conclusions:

In 2016, the agreement with Norfolk County Council to jointly fund and procure a three-year Advice and Information service resulted in the provision of an enhanced advice and information service across the district.

Norfolk County Council has decided to extend their contract for advice and information services for a further year until 31st March 2021. This will include funding towards services being delivered by Norfolk Citizens Advice across Norfolk.

There is a need to review the funding as there are services within the existing contract that are not being delivered in North Norfolk; but also others that we see as being essential to maintain. The actual cost of services being delivered compared to the allocated funding also needs to be reviewed.

Ending the joint contract with Norfolk County Council will enable the Council to award a conditional and appropriate grant to Norfolk Citizens Advice for the delivery of advice and information service in dedicated offices and agreed outreach locations for the period 1 April 2020 – 31st March 2021.

The amount of the grant should not exceed the current allocated annual funding of £66,323.

Recommendations:

That Cabinet resolves:

- To review the advice and information service being delivered by Norfolk Citizens Advice.
- Having regard to the review, to delegate authority to the S151 Officer, in consultation with the Portfolio Holder for Culture & Wellbeing, to award a conditional grant (of no more than the current sum of £66,323) to Norfolk Citizens Advice towards the continuation of advice and information services in North Norfolk at dedicated offices and agreed outreach locations for the period 1 April 2020 – 31st March 2021.

- Over the coming year, to review the various operational options for meeting the advice and information needs of the District in future years (after the proposed new contract period).

Reasons for Recommendations:

To enable the continuation of established advice and information services by Norfolk Citizens Advice in North Norfolk for the period 1st April 2020 – 31st March 2021.

To ensure the funding awarded by the Council to Norfolk Citizens Advice enables residents across North Norfolk to benefit from the provision of advice and information services in North Norfolk including at designated and outreach locations as appropriate.

To ensure that sufficient preparations are made to secure appropriate provision to meet the needs of users of the service in the future.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

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Cabinet Member(s) Cllr Virginia Gay	Ward(s) affected All wards in North Norfolk
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Contact Officer, telephone number and email: Sonia Shuter, 01263 516173 email sonia.shuter@north-norfolk.gov.uk

1. Background

- 1.1** At the Cabinet meeting on 6 January 2015, Cabinet accepted the recommendation of Overview and Scrutiny to consider opportunities to work with Norfolk County Council to procure a new generic advice and information service in North Norfolk. Prior to this the Council had awarded grants to individual Citizens Advice Bureaux which delivered advice and information services in North Norfolk. Due to a number of concerns in relation to one particular service provider, and the desire to ensure consistency across the District, the Council was not willing to continue with this arrangement. As a result, Norfolk County Council and this Council agreed to enter into a three-year Partnership Agreement to jointly fund the provision of a new generic advice and information service across North Norfolk from 1st January 2016 until 31st December 2018. Following a procurement exercise a contract was agreed with Mid Norfolk Citizens Advice to provide the service via a consortium with Norfolk Citizens Advice.
- 1.2** Overall the Advice and Information service has worked effectively and has increased the number of physical locations in North Norfolk where advice and information could be accessed. There have been issues with the implementation of certain aspects of the contract, e.g.:

- face-to-face provision in dedicated or drop in locations in all seven main towns in North Norfolk – no service is currently provided in Wells-next-the-Sea;
- face-to-face provision in Mundesley and Melton Constable – no service is provided in these locations;
- face-to-face evening and weekend support – no service is provided;
- electronic kiosks in two identified locations in NNDC – no longer operational;
- email, web chat and skype – no web chat and skype service is provided.

1.3 The non-compliance issues have been raised with the service provider. It was accepted that in some geographical areas there was not sufficient demand (and insufficient benefit) for an outreach service which only operated for a limited number of hours and days each month. In relation to evening and weekend support, health and safety issues and the willingness of volunteers to work unsocial hours were identified as reasons why these services were not delivered.

1.4 Prior to the original contract expiring on 31st December 2018, Norfolk County Council decided to extend its funding for the North Norfolk generic advice and information contract for a further 15 months up until 31st March 2020. Norfolk County Council provides funding for a range of advice and information including specialist advice services across the county. These services have different contract end dates and the County Council wanted to align all contracts to start and end at the same time.

1.5 The Council's Standing Orders prevented the contract from being extended for a further 15 months. However, it was possible to suspend the Council's Standing Orders in accordance with exemption Rule 9 (f), in order to allow the contract to be extended and in October 2018, Cabinet agreed that the contract would be extended for a further 15 months until 31st March 2020. It was stated that no further extension would be sought and a new tender process would be undertaken during the 2019/20 financial year to allow a new generic advice and information service to operate with effect from 1st April 2020.

2. Current position

2.1 In April 2019 Mid Norfolk Citizens Advice merged with Norfolk Citizens Advice. The Advice and Information Service in North Norfolk has therefore since then been delivered by Norfolk Citizens Advice.

2.2 In North Norfolk, face-to-face services are currently being provided from designated offices on various days and times in Holt and North Walsham. Outreach services are provided in Fakenham, Stalham, Cromer and Sheringham (Appendix A). Advice can also be obtained via the Norfolk Citizens Advice web site, email and by phone.

2.3 Norfolk County Council has recently advised that it has been unable to progress the procurement of a generic advice and information service and has decided to extend all its contracts for the provision of advice and information services for another year (until 31st March 2021). A small increase in the funding allocated towards these services has also been agreed.

- 2.4** Whilst the benefit and value of the services provided in North Norfolk are recognised, much has changed since the contract commenced (and since it was first extended) – outlined above; it is not therefore considered appropriate to just follow suit with Norfolk County Council and merely extend the contract for another year. In addition, the historic reasons why the initial joint funding agreement was established are no longer relevant.
- 2.5** A meeting recently took place with Norfolk Citizens Advice to discuss the current service and the actual delivery cost. It was identified that the current cost of the delivery of the service in North Norfolk is significantly less than the grant awarded.
- 2.6** Norfolk County Council is aware of the end of the current joint contract arrangement. The funding of £42,677 which NCC currently allocates towards the North Norfolk joint contract, together with an agreed increase, will remain available for provision in the contract extension between NCC and Norfolk Citizens Advice for the delivery of Advice and Information in the county (as a whole). Their contract will be amended to include North Norfolk within its remit. A copy of the County contract has been requested so the type and level of Advice and Information services in North Norfolk to be provided by Norfolk Citizens Advice and funded by Norfolk County Council is clear. Once this has been received, a review undertaken of total service provision in North Norfolk completed and an assessment of need undertaken, it is suggested that the Council offer a conditional grant to Norfolk Citizens Advice for the provision of agreed and appropriate Advice and Information services in North Norfolk for the period 1st April 2020 – 31st March 2021 (over and above that allowed for in the Countywide contract).

3. Conclusion

- 3.1** The Council acknowledges the need for and the benefit of generic Advice and Information services. The value of the Advice and Information services provided by Norfolk Citizens Advice is recognised.
- 3.2** There is no-longer a need to have a separate joint-funding agreement with Norfolk County Council and Norfolk Citizens Advice. Norfolk County Council will continue to fund Norfolk Citizens Advice to deliver Advice and Information services in North Norfolk to a certain level. A conditional grant from This Council will, however, facilitate the continuation of services at the existing level (at least) from designated Norfolk Citizens Advice bases in North Norfolk.
- 3.3** Norfolk County Council was due to have completed its review of generic and specialist Advice and Information services by April 2020. This has not happened. Unless this Council ends its joint-contract with Norfolk Citizens Advice there is a concern that it will be asked in future to further extend a contract that does not fully meet agreed outputs, may not meet current need and where the cost of the service delivered, in relation to the grant, has not been recently reviewed.
- 3.4** Reviewing the provision of Advice and Information services will enable the Council to ensure that the needs of all its residents can be met with a particular focus on those who are vulnerable and most in need of support or who live in rural locations and may not be able to access designated or

outreach services. It will also identify duplication and gaps in service provision, enabling alternative approaches to be considered.

4. Financial Implications and Risks

- 4.1** The current contract with Norfolk Citizens Advice has an annual value of £109,000 per year of which Norfolk District Council provides £66,323 and Norfolk County Council provides £42,677 per annum. Norfolk County Council has committed to continue (at least) its proportion of this level of funding until 31st March 2021. North Norfolk District Council has allocated sufficient funds to support the current level of funding towards the external provision of Advice and Information services (up to a maximum of £66,323 - already accounted for in the budget). Ending the existing contract, reviewing Advice and Information services and awarding an appropriate and conditional grant will have no additional financial implications for the Council. Changing the agreement or reducing the level of funding would obviously generate a saving, which could potentially be allocated towards alternative provision of this kind of service.

5. Sustainability

- 5.1** This report covers the period 1st April 2020 to 31st March 2021. It does not in itself raise any issues of sustainability.

6. Equality and Diversity

- 6.1** There are no equality and diversity implications directly related with this report. Reviewing the provision of Advice and Information services will ensure that it is accessible to all residents with a particular focus on those who are most vulnerable and therefore are likely to have a greater need for these services.

7. Section 17 Crime and Disorder considerations

- 7.1** There are no Section 17 implications directly associated with this report.

Appendix A

Norfolk Citizens Advice Services in North Norfolk

Designated offices

Holt

Kerridge Way, NR25 6DN

Tuesday & Friday 10am-3pm Drop-in and appointments

North Walsham

St Nicholas Court, NR28 9BY

Monday – Friday 10am-3pm Drop-in and appointments

Outreach locations

Cromer Foodbank, Methodist Church Thursday 1.30pm-3pm

Cromer Merchants Place, Fortnightly Monday 10am-2pm

Fakenham Library, Monday & Thursday 10am-3pm

Stalham Outreach, The Baptist Church High Street Friday 1.30pm-3pm

Sheringham, YESU Fortnightly Thursday 10 – 1pm

Sheringham Foodbank, Wednesday 1.30 – 3pm