



## YOUR VOICE IN NORFOLK NEWSLETTER

of  
Norfolk Older People's Strategic  
Partnership (NOPSP)

November 2023- Edition 51

### **Word from the Chair**

The October issue of *Your Voice in Norfolk (YVIN)* was the 50<sup>th</sup> edition. The first was published in April 2020 at the beginning of Covid. It was developed from the Breckland Older People's Forum newsletter *Your Voice in Breckland* which had already been running for some years. So, I would start with a massive thank you to Christine Goddard and Linda Heanue for handing over the concept and format, and to Janine Hagon-Powley who has edited *YVIN* from the beginning.

*YVIN* is an important part of what our partnership does as a means of getting information on what is happening in Norfolk out to older people and professionals who work with them. In the four years since we started, health and social care have changed beyond all recognition, and we've seen a steady increase in partnership working that includes the voluntary sector. In the four years since *YVIN* started we've also lived through Covid and doctors' strikes and seen great pressure on the funding of social care.

We've covered everything from national and local changes to the way health and social care services are provided to practical information on how to get your flu and Covid vaccinations and to keep warm in winter, but also new ways of working which are winning praise at national level. We've also told you how you can influence the changes by responding to consultation and getting involved in getting involved in engagement. But it hasn't all been serious, we've also told you about events and activities arranged to

entertain or support older people. As more people hear about us, information to share is coming in from more and more sources.

Readers have described *YVIN* as an incredible resource, and as having an incredible amount of information, everything one could possibly need. We admit, however, that it's getting rather long, and that the coverage of some district council areas is still not as good as it might be, though it may be possible to remedy the latter as the voluntary sector hubs develop,

Talking about consultations, there are two items in today's *YVIN* that I'd like to draw your attention to. The first is a consultation by the County Council on its new transport strategy which aims to promote walking and cycling and get people out of their cars. It is significant because as well as walking and cycling it talks about "wheeling" - using wheelchairs, mobility scooters and mobility aids to get around. After the problems caused by the changes in the centre of Norwich in recent years this looks like a step forward.

The other is the arrival of the County Council's annual budget consultation which reflects the needs for major spending cuts on all non-statutory activities. Those from the district councils will be following shortly.

Best wishes

Mary Ledgard, NOPSP Chair (Interim)

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- Age UK Norwich and UEA team up to tackle dangerous dehydration in older people
- Mind- Conversations in the community

## **Activities and events**

### **Norfolk and National**

- Norfolk County Council- Free courses in slow cooking
- Cuppa Care information and Hearing Support service clinic timetable
- VCSE Leadership Network Autumn Meeting
- Pathmakers- Walk Norfolk
- Wellbeing Socials update
- The Conservation Volunteers (TCV) updates
- Norfolk Vision for Volunteering event
- Community Chaplaincy Celebration of Hope

### **Norwich**

- Norfolk and Waveney Digital connect event
- Community Action Norfolk (CAN)- Talking about cancer together
- Age UK Norwich information

### **South**

- Health screening for people with learning disabilities
- Sustainable Wymondham Open meeting
- The Shed Wymondham

## **Breckland**

- Age UK Norfolk- Thetford event
- Watton Meet up

## **East Norfolk**

- Warm Well and Woolly event
- Forget-Me-Nots group
- Headway- Walking Support Group, Great Yarmouth
- Action Community Enterprise (ACE) course

## **North Norfolk**

- Birchwood Medical practice
- Drawn Together- Turning the Page
- Living with grief event- Sheringham

## **West Norfolk**

- West Norfolk VCSE Hub Invitation
- Hear for Norfolk- Cuppa Care sessions
- Stroke Association
- Hunstanton Town Councils' Helping Hands Hub

## **Information and advice**

### **Norfolk and National**

- NHS Steward Volunteers
- Norfolk and Waveney Integrated Care Board- Highly praised Admission Prevention service expanded across all of Norfolk and Waveney
- Norfolk County Council-  
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Temporary closure of Fakenham library  
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Setting next year's budget

Spread a message of hope

Domestic Abuse - Safe Accommodation in Norfolk

- NIDAS (Norfolk Integrated Domestic Abuse Service) Domestic Violence Disclosure Scheme (DVDS)
- Eastern Daily Press article- New Transport Strategy Unveiled
- NASP update- Scam Alert – Scammers targeting WhatsApp groups
- Carers Voice updates
- Norfolk and Waveney Community Support
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- Reengage's Community Christmas Call companions
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- Cycling UK- The Big Bike Revival
- U3A charity- Learn, laugh, live
- MHA Central Befriending
- Care.com- Promoting healthy ageing in older people: 5 health tips for ageing
- Project Shoebox Wayland
- Be Santa to a Senior
- Lions Club Message in a Bottle
- Vulnerability Registration Service
- Caring Together Charity- Helping unpaid carers know about the support available to them
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- Information Commissioner's Office issues half a million pounds in new fines as fight to tackle illegal nuisance calls continues
- Macular Society
- ADHD Foundation UK
- DHSC Community Automated External Defibrillator (AED) Fund
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- Compassionate Communities
- Priscilla Bacon Hospice Charity- Friends Cafe
- Age UK Norwich- Age Friendly Communities
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“A constant struggle”: the older people having to decide between whether to wash with cold water or eat dinner  
5.8m aged 65+ either unable to use the internet easily or aren’t online at all
- Inside Housing- Harnessing technology to improve the ageing population’s quality of life
- Portable pill remover
- BT Group teams up with Susie Dent to tackle online jargon for older people
- Care Home Professional- Public backs installing CCTV in UK care homes
- Diabetes UK- Lifestyle changes could prevent almost 75% of dementia cases
- Home Care Insight- UK facing an 80% increase of seniors by 2028
- Occupational Health and Wellbeing Plus- NHS campaign to improve understanding of urinary tract infections
- The Hippocratic Post- Technology solutions to keep older people safe and independent
- Spotlight on Great Yarmouth Pleasure Beach

## Norfolk Older People's Strategic Partnership (NOPSP) meeting

Thursday 16<sup>th</sup> November 2023

Anglia Room, Breckland District Council Offices, Elizabeth House, Walpole Loke, off Kingston Road, Dereham, NR19 1EE

### Agenda

- 0930am Tea and coffee on arrival
- 1000am Welcome and housekeeping
- 1015am Phillip Matthews, Norfolk County Council, on Independent Living
- 1100am Comfort break
- 1110am Claire Dyke, NHS Norfolk and Waveney Integrated Care Board (ICB), on social prescribing
- 1200pm Comfort break
- 1215pm Update on NOPSP's work and 'Living Longer, Living Well'
- 1300pm Close and sandwich lunch
- 1330pm Meeting end

**RSVP to [nospb@aol.co.uk](mailto:nospb@aol.co.uk) if you would like to attend- please advise on any special requirements- dietary, sensory, access etc.**

Zoom link -

<https://us02web.zoom.us/j/82453786666?pwd=dGRISVVIIdHRhTkpUSE9qVXlLdmpJUT09>

Meeting ID –

824 5378 6666

# **Health**





# Norfolk and Norwich University Hospitals

NHS Foundation Trust

**Talks for the public on how we are improving breast cancer care and spinal surgery**

Two lifesaving hospital services are explaining how they are improving care for patients in a talk for the public this autumn. From 6pm on 9 November hospital experts will be explaining how we are improving breast cancer care and spinal surgery at the Norfolk and Norwich University Hospital.

A talk on the Boudicca Appeal and the latest development on spinal surgery takes place from 6pm to 7.30pm on Thursday 9 November in the Benjamin Gooch Lecture Theatre, east atrium level 1, at the Norfolk and Norwich University Hospital. Free parking if you park in the hospital car parks.

<https://nnuh.tfemagazine.co.uk/stakeholders/news-for-members-october-2023/news-stories/talks-for-the-public-on-how-we-are-improving-breast-cancer-care-and-spinal-surg>



## Recommended Summary Plan for Emergency Care and Treatment

The ReSPECT process creates personalised recommendations for a person's clinical care and treatment in a future emergency in which they are unable to make or express choices.

These recommendations are created through conversations between a person, their families, and their health and care professionals to understand what matters to them and what is realistic in terms of their care and treatment.

### Information-

<https://norfolkandsuffolkcaresupport.co.uk/information-hub/respect>

### Training-

<https://norfolkandsuffolkcaresupport.co.uk/learning-portal/respect>

**What should happen to you in an emergency?**

**What is it?**

The ReSPECT process creates personalised recommendations for your clinical care in emergency situations in which you are not able to decide for yourself or communicate your wishes.

**Who is it for?**

This plan is for anyone, with increasing relevance for people who have particular needs; who are likely to be nearing the end of their lives; or who want to record their care and treatment preferences for any other reason.

**How does it work?**

The plan is created through conversation between health professionals and you. You keep the plan with you and try to make sure that it will be available immediately in an emergency to health professionals, such as ambulance crews, out-of-hours doctors, or hospital staff if you are admitted.

**What does it cover?**

The plan guides clinicians who have to make rapid decisions for you in an emergency, so that they can choose the right balance between focusing treatment mainly on prolonging life and focusing mainly on providing comfort. It includes recommendations about specific treatments that you would want to be considered for or would not want, or those that would not work in your situation or could cause you harm. One of these is a recommendation about attempting CPR. Details of other important planning documents and of people to be contacted in an emergency are also recorded.

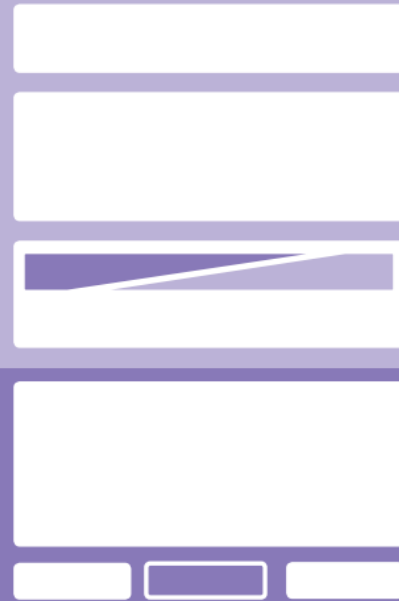
**Why is this available?**

In a crisis, health professionals may have to make rapid decisions about your treatment, and you may not be able to participate in making choices. This plan empowers you to guide them on what treatments you would or would not want to be considered for, and to have recorded those treatments that could be important or those that would not work for you. Many life-sustaining treatments involve risks of causing harm, discomfort and loss of dignity, or the risk of dying in hospital when you may have wanted to be at home. Many people choose not to take those risks if the likelihood of benefit from treatment is small. This plan is to record preferences and recommendations for emergency situations, whatever stage of life you are at.

**What else can I do?**

If you have any questions about ReSPECT, speak to a member of your healthcare team. There are other steps you can take to try to ensure that your wishes for your future care and treatment are known about and respected. For example, you can give legal authority to someone who you would want to make decisions on your behalf, or you can try to make sure that people close to you know your preferences, so that they can help professionals to make the best decisions for you in an emergency. In England and Wales you can make a legally binding Advance Decision to Refuse Treatment (ADRT), but clearly documenting your wishes about future care is helpful wherever you live in the UK.

**ReSPECT**



**What does it NOT cover?**

The plan does not allow you to demand treatments that are clinically inappropriate for you. Although the recommendations on this plan are not legally binding, in an emergency they can help to ensure that you get the treatment that is best for you and that you would have wanted.

# How to complete a ReSPECT form: Quick guide for clinicians

The numbers relate to the section numbers on the ReSPECT form

## 1. Personal details

Insert clearly the person's full name, date of birth and address. Insert the date on which the form is completed. Whenever possible, include their NHS/ CHI health and care number.

## Preferred name

Ask the person (or if they cannot answer ask their family or other carers) the name by which they would like to be addressed.

## 2. Summary of relevant information for this plan

Whenever possible complete this in discussion with the person and with reference to available health records. If they do not have capacity to participate in decisions, whenever possible complete this in discussion with their family or other representatives.

- A. Insert a brief summary of the background to the recommendations in section 4 (e.g. diagnosis, previous and present condition, prognosis, communication difficulties and how to overcome them);
- B. Record specific detail and the location of documents such as advance statements, Advance Decisions to Refuse Treatment, advance care plans, organ donor cards.

## 3. Personal preferences to guide this plan (when the person has capacity)

Ask the person to describe their priorities for their care. The scale can be used to help them to understand how, for some, the emphasis may change from focusing on all possible interventions to try to sustain life to focusing primarily or mainly on care and treatment to control symptoms. The scale can be used to aid discussion only, or a mark can be made on it if they wish. Remember to explain that this plan is for use in an emergency when the person is not able to make decisions about their care and treatment. If they are able to make decisions, they can make choices at the time.

**Prioritise sustaining life...** Prioritising life-sustaining treatments does not mean that the person would not receive treatment to control symptoms, but they may want to be considered for some life-sustaining treatments that involve a degree of discomfort. There may be clear limits to the types of care and treatment the person would or would not want to be considered for, and on the circumstances in which they would or would not want those.

**Prioritise comfort...** Prioritising comfort indicates that the person wants primarily those types of care and treatment whose purpose is to control symptoms and provide comfort. This does not mean that the person would not be offered (for example) antibiotic treatment for an infection, especially as that treatment may relieve the symptoms caused by the infection. However the person would not want more invasive types of treatment that involve some discomfort and some risk and whose primary purpose is to sustain life rather than relieve discomfort. The second box is to allow individuals to have recorded the aspect of their life that is most important to them. For some this may be maintaining cognitive function, for others maintaining independence or mobility. Some may want all treatments for some time, but would not want to be on life support for a prolonged period.

## 4. Clinical recommendations for emergency care and treatment

These are the recommendations to guide decision-making in a future emergency. If the person does not have capacity to participate in deciding these recommendations, their family or other representatives should be involved in discussions whenever possible. Start by signing the goal of care as **either** focusing on life-sustaining treatment **or** focusing on symptom control.

**Clinical guidance...** Record clear detail of those types of care or treatment that the person would or would not want to be considered for and that would or would not work in their individual situation. Include whether or not the person would want to be taken to hospital and in what circumstances. Include other level-of-care decisions, for example whether they should be considered for intensive care admission, or whether (for example) only non-invasive ventilation would be recommended. It is important to complete this box clearly as it is these recommendations that will be used to guide decision-making in an emergency. Remember that the ReSPECT form is not a substitute for recording a detailed clinical assessment and plan of treatment in the person's health record.

**CPR decision...** Sign ONE of these boxes ONLY. Remember that there must be a presumption in favour of involvement of the person (and/or their family or other representatives) in the decision-making process unless that would cause the person harm. If CPR would not work and is not being offered, that should be explained in the context of the person's priorities and goals of care.

## 5. Capacity and representation at time of completion

### **Does the person have sufficient capacity to participate in making the recommendations on this plan?**

Consider and answer this question for all adults. If there is any reason to suspect impaired capacity perform a formal assessment of capacity and document it fully in the person's health records.

### **Do they have a legal proxy (e.g. welfare attorney, person with parental responsibility) who can participate on their behalf in making the recommendations?**

Consider and answer this question for adults and children. When the answer is 'yes' insert details in section 8.

## 6. Involvement in making this plan

### **The clinician signing this plan...**

You must circle at least one of the statements A, B, C, D. Then record the date (or dates) of conversations about the recommendations and the names and roles of those involved. Make sure that detail of what was discussed and agreed is documented in the health record. On the ReSPECT form record where that further detail has been documented.

### **If this plan is being completed without involving the patient...**

If there has been no shared decision-making with the person themselves (or no involvement of family or other representatives of a person who does not have capacity to be involved) use the red-bordered box to summarise the reasons for this. Make sure that the reasons are detailed fully in the clinical record, together with a clearly defined plan to involve the person or their representatives as soon as this is possible or appropriate.

## 7. Clinicians' signatures

### **Clinicians' signatures...**

This section **must** be signed (inserting also the date and time of signing) by the professional who completes the ReSPECT form. If that is not the senior responsible clinician, they should be informed of the plan's completion, and at the earliest practicable opportunity they should review and endorse the recommendations by adding their signature (or, if appropriate, consider further discussion and possible revision of the plan). The senior responsible clinician will usually be the person's GP or consultant. In some situations (e.g. nurse-led units) a senior nurse may have this role.

## 8. Emergency contacts

Use this section to record contact details of people who should be considered for immediate contact in the event of major deterioration, imminent death, or any change in the person's condition that may warrant reconsideration of the previously recorded recommendations.

## 9. Confirmation of validity (e.g. for change of condition)

This section should be left blank at the time of initial completion of the plan. Remember to document in the health records whether and when review of the recommendations on this ReSPECT form should be considered. The recommendations on the ReSPECT form do not have a defined expiry date, as the need for review must be considered carefully for each person at each stage of their clinical progress. Review may be prompted by a request from the person or their representative, by a change in the person's condition or by their transfer from one care setting to another. In any of these situations, it is good practice for the responsible clinician to review the content of the ReSPECT form. If they confirm that the recommendations are still correct and appropriate, they should sign and date the review box to indicate that review has occurred. If the recommendations may no longer be correct, another conversation should be had with the patient and, where appropriate, a new ReSPECT form created.



# Improving lives together

## Norfolk and Waveney Integrated Care System

### Shared Care Record

The Norfolk and Waveney Integrated Care System (ICS) is proud to announce that they are delivering a Shared Care Record (ShCR) for the people and communities of Norfolk and Waveney. The ShCR is a way of bringing together your most important records from the different organisations involved in your health and social care. These are then visible to frontline health and social care professionals, at the point of care, in a read-only view.

Some key benefits of the ShCR are:

- **Improved experience for you:** from knowing that any health and care professional you see has the information they need to provide you with the best treatment and care or make the most informed decision for your wellbeing.
- **Reduced waiting times and repetition:** because having readily available information means less time contacting different settings and departments and less time repeatedly telling your story or sensitive, sometimes uncomfortable information.
- **More efficient diagnostic testing:** by avoiding duplication through better communication
- **More holistic care:** by taking a wider scope of information into account, health and care professionals can communicate easily and proactively, considering your overall health, care, and social circumstance where we are aware and not just considering your immediate condition – doing what is right by you.
- **Increased satisfaction:** and confidence that no matter how complex your condition, that you're in the right place, at the right time, and whomever you see for your direct treatment and care is more informed.

<https://improvinglivesnw.org.uk/our-work/healthier-communities/digital/shared-care-record/>

Healthwatch have this webpage with an overview of the shared care record-

<https://healthwatchnorfolk.co.uk/healthwatch-norfolk-resources/shared-care-record/>

## **Age UK Norwich and UEA team up to tackle dangerous dehydration in older people**

Age UK Norwich and experts from the University of East Anglia (UEA) have teamed up to tackle dehydration in later life, producing new resources aimed at older people and professionals. 1 in 4 older people are dehydrated, many without realising, leaving them vulnerable to strokes, infections and falls. The partners have produced a video and information booklet on hydration for the public, focusing on the fact that all adults should be drinking 3½ pints of fluid every day (unless advised otherwise by their doctor). Age UK Norwich and the UEA Hydrate Group have also produced training materials for health and social care professionals and health coaches, helping them work effectively with older people, encouraging them to drink well and maintain good hydration. Drinking, such a simple thing for most younger people, can often be overlooked as we get older.

<https://improvinglivesnw.org.uk/age-uk-norwich-and-uea-team-up-to-tackle-dangerous-dehydration-in-older-people/>

## Mind- Conversations in the community



Mind

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Not sure what to say when someone opens up? Take our free online course to learn how to hold a supportive conversation.

### **Need help starting a conversation about mental wellbeing?**

If you're active in your community and want to support others with their mental wellbeing, we've created a free online course for you.

Sign up for  
**Conversations in the Community**



in partnership with



## **Our free online course to help you support others**

We've developed a free online course, called **Conversations in the Community**.

You'll build confidence in how to have conversations about mental health and wellbeing, to be there for others in your community.

<https://www.mind.org.uk/information-support/helping-someone-else/conversations-in-the-community/>



**Activities**

**and**

**events**

### Free courses on Slow Cooking

# At your Library

## Free courses on “Slow Cooking” (includes a free slow Cooker)



This popular Adult Learning course focuses on cooking skills and will teach you how to create easy to prepare family meals with minimal effort using a slow cooker. To help you continue with your new-found skills there will be an opportunity for you to take a slow cooker home at the end of the course, plus a bag of cooking equipment and a recipe book.

**1 session per week for 4 weeks (Afternoons, 1—3 PM)**

**Thetford Library –** Mondays starting 6th November 2023 (Course Code **MUL022123M**)

Mondays starting 8th January 2024 (Course Code **MUL022723M**)

**Gt Yarmouth Library –** Mondays starting 6th November 2023 (Course Code **MUL021323M**)

Thursdays starting 29th February 2024 (Course Code **MUL023823M**)

**Tuckswood Library –** Tuesdays starting 7th November 2023 (Course Code **MUL021623M**)

Fridays starting 19th January 2024 (Course Code **MUL023523M**)

**Attleborough Library –** Mondays starting 8th January 2024 (Course Code **MUL022923M**)

Mondays starting 4th March 2024 (Course Code **MUL024323M**)

**To Book:**

**Online** visit [www.norfolk.gov.uk/communitylearning](http://www.norfolk.gov.uk/communitylearning)

**By phone** 0344 800 8020 option 5 and give the course code

This popular Adult Learning course focuses on cooking skills and will teach you how to create easy to prepare family meals with minimal effort using a slow cooker. This will save

you time as well as saving on your energy costs. You will also learn about basic food safety, simple nutrition and ways to manage your food budget. To help you continue with your new-found skills there will be an opportunity for you to take a slow cooker home at the end of the course plus a bag of cooking equipment and a recipe book.



Supporting people with hearing loss  
and related conditions

### **Cuppa Care information and Hearing Support service clinic timetable**

The Cuppa Care Project has been initiated by the Rotary Club of Norwich, as part of the Club's Centenary Celebrations, and developed and delivered by a partnership of local charities working jointly towards bringing people together and tackle loneliness that may be caused through poverty, disability, age, gender, lack of accessible local support and information services, geographical remoteness, poor transport, or other issues.

Whether you just want to get out of the house, to meet new people, or chat about something that's worrying you – they have friendly people on board the Cuppa Care Bus who can help. Apart from Hear for Norfolk, you will be able to access support from Age UK Norwich, Vision Norfolk, Norfolk LGBT+ Project, Norfolk and Waveney Mind, Norfolk CAB, Age UK Norfolk and The Wellbeing Service.

**Please note- this support is delivered across Norfolk.**

<https://www.hearfornorfolk.org.uk/cuppa-care/>

# Hearing Support Service (HSS) Clinics Timetable

October 2023 - March 2024



Supporting people with hearing loss and related conditions



## Hear for Norfolk provides free assistance with:

- Routine maintenance and repairs of NHS issued hearing aids, including cleaning ear moulds, supply and replacement of plastic tubing between the hearing aid and ear mould/domes, top hooks and filters
- Replacing batteries
- Providing guidance on the use of hearing aids
- Signposting users and families to other specialist services

Please look out for either of our pictured 'buses' when you attend the mobile clinic.

## We deliver our outreach Hearing Support Service via:

- Home visiting
- Community based clinics
- Mobile clinic
- Telephone support

Please contact us on **01603 404440** or email us at **[nda@hearfornorfolk.org.uk](mailto:nda@hearfornorfolk.org.uk)** for further information about our Hearing Support Service or to book a home visit.

## Mobile Hearing Aid Maintenance Clinic October 2023 - March 2024

Location	Venue	Day	Time	OCT	NOV	DEC	JAN	FEB	MAR
Acle	Car Park by Acle Methodist Hall, Bridewell Lane, NR13 3RA	Mon	10am - 12pm	16th	20th	18th	15th	19th	18th
Antingham	Antingham Village Hall, Church Lane, NR28 ONL	Wed	10am - 12pm	25th				28th	
Attleborough	Queens Square NR17 2AF	Thu	10am - 12pm	26th	23rd	7th	25th	22nd	28th
Aylsham	Outside Aylsham Town Hall, NR11 6EL	Wed	1pm - 3pm	11th	8th	13th	10th	14th	13th
Aylsham	ACT Centre, St. Michael's Avenue, Avenue, NR11 6YA	Mon	1.30pm - 3pm		13th		8th		11th
Aylsham	Bure Valley House, Station Road, NR11 6HU	Mon	12pm - 1pm		13th		8th		11th
Cromer	Ashdown Court, Cliff Avenue, Cromer, NR27 0AE	Mon	1.30pm - 3pm	9th		11th		12th	
Cromer	Barkers Herne, Sommerhouse Close, Cromer, NR27 9JE	Mon	12pm - 1pm	9th		11th		12th	
Dereham	Age UK Dereham Charity Shop, 31 Yaxham Rd, NR19 1HD	Wed	1.30pm - 3pm	18th	15th	20th	17th	21st	20th
Diss	Market Square, Outside the Post Office, IP22 4AN	Mon	10am - 12pm	2nd	6th	4th		5th	4th
Erpingham	Erpingham with Calthorpe Village Hall, The Street, Erpingham, NR11 7QB	Wed	10am - 12pm		29th		31st		27th
Fakenham	War Memorial, Market Place, Fakenham NR21 9BE	Tue	10am - 12pm	24th	28th		23rd	27th	26th
Great Yarmouth	The Market Place, NR30 2BA	Mon	1pm - 3pm	16th	20th	18th	15th	19th	18th
Harleston	Co-op Car Park, Bullock Fair Close, IP20 9AT	Mon	1pm - 3pm	2nd	6th	4th		5th	4th
Hickling	Methodist Church Car Park, NR12 0YD	Thu	12pm - 1pm	12th	16th	14th	11th	8th	14th
Hingham	Market Place, NR9 4AF	Wed	12pm - 1pm	18th		20th		21st	
Hoveton	Hoveton & Wroxam Medical Centre, Stalham Road, NR12 8DU	Thu	1.30pm - 3pm	12th	16th	14th	11th	8th	14th
Holt	The Venue, Holt Community Arts Centre, Kerridge Way, NR25 6DN	Mon	10am - 11.30am	9th	13th	11th	8th	12th	11th
Loddon	Church Plain Car Park, NR14 6LX	Tue	10am - 12pm	10th	14th	12th	9th	13th	12th
Long Stratton	Long Stratton Leisure Centre, Swan Lane, NR15 2UY	Tue	1pm - 3pm	10th		12th		13th	
Mattishall	Bob Carter Court, Daffodil Way, NR20 3RU	Wed	12pm - 1pm		15th		17th		20th
Necton	Necton Community Centre, 13 Tun's Road, Necton, PE37 8EH	Tue	1.30pm - 3pm	24th	28th		23rd	27th	26th
Northrepps	Northrepps Village Hall, 4 School Close, Cromer, NR27 0LB	Wed	10am - 12pm	11th	8th	13th	10th	14th	13th
North Walsham	Vicarage Street Car Park, North Walsham, NR28 9DQ	Tue	10am - 12pm	17th	21st	19th	16th	20th	19th
Norwich	The Forum, Millenium Plain, NR2 1TF	Thu	10am - 1pm	19th	9th	21st	18th	15th	21st
Poringland	Budgens Car Park, The Street, NR14 7RQ	Tue	1pm - 3pm		14th		9th		12th
Sheringham	Station Approach Car Park, NR26 8RG	Tue	1pm - 3pm	17th	21st	19th	16th	20th	19th
Spixworth	Village Hall Car Park, Spixworth, NR10 3NQ	Thu	10am - 12pm		2nd		4th		7th
Stalham	Staihe Surgery Car Park, NR12 9BU	Thu	10am - 11.30am	12th	16th	14th	11th	8th	14th
Taverham	Taverham Village Hall Car Park, Taverham, Norwich, NR8 6JR	Thu	1pm - 3pm		2nd		4th		7th
Thetford	Market Place, IP24 2DS	Fri	10am - 12pm	27th	24th		26th		1st
Watton	Queens Hall, Norwich Road, IP25 6DA	Wed	10am - 11.30am	18th	15th	20th	17th	21st	20th
Wymondham	Waitrose Car Park, NR18 0SH	Thu	1pm - 3pm	26th	23rd	7th	25th	22nd	28th

## Community-based Hearing Aid Maintenance Clinic October 2023 - March 2024

Location	Venue	Day	Time	OCT	NOV	DEC	JAN	FEB	MAR
Norwich* - <b>by appointment only</b>	14 Meridian Way, Meridian Business Park, NR7 0TA	Tue & Thu	10am - 12pm	3rd, 5th, 10th, 12th, 17th, 19th, 24th, 26th & 31st	2nd, 7th, 9th, 14th, 16th, 21st, 23rd, 28th & 30th	5th, 7th, 12th, 14th, 19th & 21st	2nd, 4th, 9th, 11th, 16th, 18th, 23rd, 25th & 30th	1st, 6th, 8th, 13th, 15th, 20th, 22nd, 27th & 29th	5th, 7th, 12th, 14th, 19th, 21st, 26th & 28th
Drayton	Badgers Wood Care Home, 29 School Rd, Norwich, NR8 6EF	Fri	10am - 11am	6th	3rd	1st	5th	2nd	1st
Swardeston	Swardeston Day Centre, Rugby Club, Hill Tops, Main Road, NR14 8DU	Mon & Wed	10.15am - 12pm	4th		11th		7th	
Wells-next-the-Sea	Wells Community Hospital, Mill Road, NR23 1RF	Wed	10am - 12.30pm	25th		20th		28th	
Bowthorpe Care Village	The Meadows, Ladysmock Way, off Cloverhill Road, Norwich, NR5 9BF	Wed	10am - 12pm	25th	29th		31st	28th	27th

\*At the Norwich clinic, we are also able to offer Otoscopy. Please get in touch for more information.

As a charity, we rely on donations to run our services for the Norfolk community. Your support will be greatly appreciated.



**This QR code can be used to make a donation. Thank you.**

Supporting people with hearing loss and related conditions

### **We offer a range of services at Hear for Norfolk, including:**

#### **Hearing Support Service**

Maintenance of NHS issued hearing aids

#### **Ear Otoscopy**

Screening ears for the presence of earwax

#### **Aural Care Service**

NHS funded ear wax removal by microsuction (GP referral required). Private appointments are also available

#### **Adult Audiology Service**

NHS funded hearing testing and hearing aids fitting to people age 50+ (patients can either self-refer or seek a GP referral to us)

#### **The Cuppa Care Project**

Emotional and wellbeing support, information and advice, delivered from our Cuppa Care bus.

#### **Hearing Loss Awareness Training**

### **Get involved**

We are always looking to recruit and train volunteers who could assist us with the delivery of our Hearing Support Service and the Cuppa Care Project. If you enjoy helping people, are a good listener, empathetic, have a positive outlook on life and a friendly approach, please get in touch.

For online timetables, updates, news, events and information about all our services, please visit our website **[www.hearfornorfolk.org.uk](http://www.hearfornorfolk.org.uk)** or call us on **01603 404440**

Hear for Norfolk - the operating name of Norfolk Deaf Association (NDA) - is a Charitable Company Limited by Guarantee registered in England & Wales No. 07966408 Registered Charity in England & Wales No. 1146883

# VOLUNTARY NORFOLK NETWORK

## VCSE Leadership Network Autumn Meeting

The Voluntary Norfolk Network warmly invite anyone in a management or leadership position within Norfolk's Voluntary, Community & Social Enterprise (VCSE) sector to the first session of the relaunched VCSE Leadership Network (previously VCSE Leaders' Voice Network) delivered by the Empowering Communities Partnership

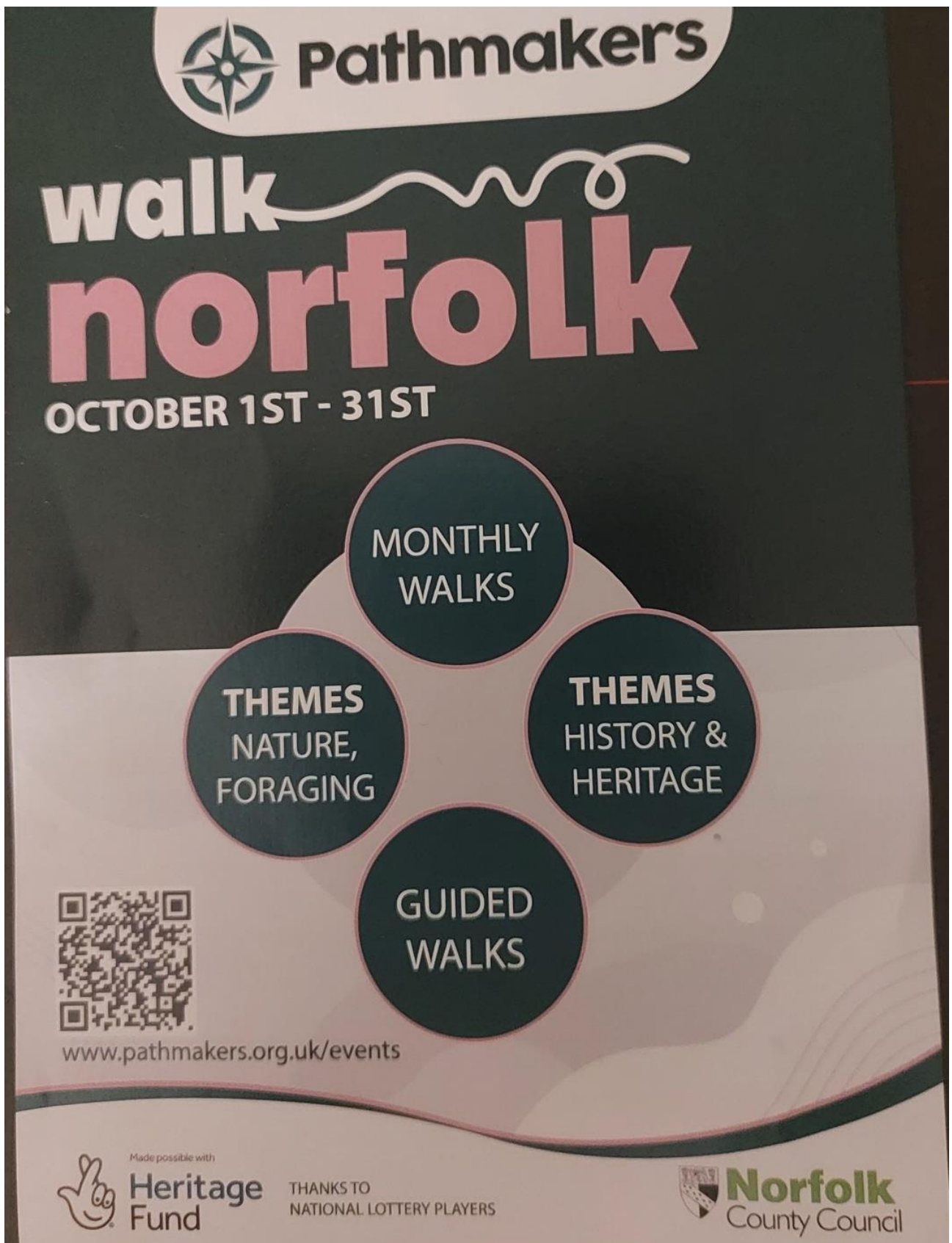
(<https://www.ecnorfolk.org.uk/>) Over the summer they collected feedback from VCSE sector colleagues on the VCSE Leader's Voice Network. This feedback and how it has shaped plans for the relaunched Network for the coming year are outlined here-  
<https://www.ecnorfolk.org.uk/news/update-on-vcse-leaders-voice-network/>

The first session of the VCSE Leadership Network will take place 4-6pm on Wednesday 8<sup>th</sup> November at the Kings Centre, Norwich and online (hybrid 4-5pm) with the theme of 'Inclusive Leadership: Sharing Perspectives and Experiences'. They're pleased to announce two fantastic guest speakers: Jacqui Mackay from **Frozen Light Theatre** will share her experiences of building service user engagement through the Theatre's audience panel. Aliona Derrett from **Hear for Norfolk** will discuss her journey to embedding inclusion and share her top lessons in leading organisational change. There will be plenty of time for Q&A and, for in-person attendees, conversation spaces on embedding inclusive practice.


For more information about this event and to book your place click here-

<https://www.eventbrite.co.uk/e/vcse-leadership-network-autumn-meeting-tickets-713594148307?aff=oddtcreator>

If you can't make this session but would like to join the VCSE Leadership Network's mailing list, do get in touch via [enquiries@ecnorfolk.org.uk](mailto:enquiries@ecnorfolk.org.uk)



The poster features a dark green background with a light green wavy line at the top. At the top left is a compass rose icon. The word "Pathmakers" is written in a bold, white, sans-serif font. Below it, the word "walk" is in a smaller, white, sans-serif font, followed by a decorative white wavy line. The word "norfolk" is in a large, bold, pink, sans-serif font. Below this, the dates "OCTOBER 1ST - 31ST" are written in a white, sans-serif font. In the center, there are four dark green circles with white text: "MONTHLY WALKS" at the top, "THEMES NATURE, FORAGING" on the left, "THEMES HISTORY & HERITAGE" on the right, and "GUIDED WALKS" at the bottom. A QR code is located in the bottom left corner, with the URL "www.pathmakers.org.uk/events" below it. At the bottom left, there is a logo for the Heritage Fund, which includes a hand icon and the text "Made possible with Heritage Fund". To the right of this is the text "THANKS TO NATIONAL LOTTERY PLAYERS". At the bottom right, there is a logo for Norfolk County Council, which includes a crest and the text "Norfolk County Council".

 **Pathmakers**

**walk**

**norfolk**


OCTOBER 1ST - 31ST

MONTHLY WALKS


THEMES  
NATURE,  
FORAGING

THEMES  
HISTORY &  
HERITAGE


GUIDED WALKS



[www.pathmakers.org.uk/events](http://www.pathmakers.org.uk/events)

Made possible with  
 **Heritage Fund**

THANKS TO  
NATIONAL LOTTERY PLAYERS

 **Norfolk**  
County Council



# wellbeing Socials



## Socials update



*Photo taken on Felbrigg Wellbeing Walk*

It might be getting colder, but Wellbeing are keeping busy with a full programme of events which include **NEW** socials! The socials are open to everyone 16+, so why not come and meet in person or jump on a zoom social? All socials are free to attend with no need to book in most cases- just show up! Wellbeing Walks will continue across the County, so wrap up warm, grab a flask of tea and join for a stroll! This month they'll be at Cromer, Lowestoft, the Riverside in King's Lynn, as well as other regular walks across Norfolk and Waveney.

**New** for November Wellbeing are kicking off new Café afternoon socials in Attleborough, Caister, Sheringham, Pensthorpe, and Whitlingham! These run alongside usual social meet ups. They're also running the regular sessions of Virtual Cafes, Crosswords and Quiz socials to keep the brain ticking whilst having fun and connecting with others. If you're new to socials and feel nervous about attending an online social, you're welcome to join with your camera and mic off and make use of the chat box until you're comfortable.

And as always, Wellbeing would like to remind you that whatever you're going through, they are here to help! They want everyone to know that they can reach out to us if they need support, or someone to just talk to. They are here to listen!

<https://www.wellbeingnands.co.uk/norfolk/community-development-team/social-events/>

# Afternoon Tea Socials

As Winter approaches, why not join us at one of our new cafe catch ups around the county?

## **Attleborough - Wed 8th November 1.30pm**

The Hideout, Queen's Square, Attleborough, NR17 1AF

## **Sheringham - Tues 14th November 1.00pm**

Little Theatre Cafe, 2 Station Rd, Sheringham, NR26 8RE

## **Fakenham - Mon 20th November 1.30pm**

Pensthorpe Cafe, Pensthorpe Rd, Fakenham, NR21 0LN

## **Norwich - Thur 23rd November 1pm**

Whitlingham Cafe, Whitlingham Ln, Trowse Newton, NR14 8TR

## **Caister - Thur 30th November 12.30pm**

The Rabbit Hutch, Caister On Sea, NR30 5ET

Open to anyone 16+ with no need to book. Any queries please email us at [socials@wellbeingnandw.co.uk](mailto:socials@wellbeingnandw.co.uk) or scan the QR code for more info, more events and to subscribe



# wellbeing

Helping you live your life



## Coastal Path Walks

Come and join us for a stroll along parts of the Norfolk Coastal Path. Meet like minded people and enjoy the views and fresh air along our beautiful coast line.

Open to anyone over 16yrs. All abilities welcome, mixed terrain paths at some points. We will do our best to accomodate all and walking times will vary depending on group and weather.

**Wed 1st Nov 13:00pm Lowestoft**  
Triton Statue - South Pier - Lowestoft - NR33 0AE

**Fri 10th Nov 10:30am Cromer**  
Cromer Pier, Promenade, Cromer NR27 9HE

**Wed 15th Nov 10:30am Great Yarmouth**  
By Munchies Cafe -Great Yarmouth NR30 4ET

Any queries please email us on [socials@wellbeingandw.co.uk](mailto:socials@wellbeingandw.co.uk)

Scan for more events, more info and to subscribe!



Norfolk and Waveney

Relate



Wellbeing is commissioned by Norfolk and Waveney Integrated Care Board (ICB).





### The Conservation Volunteers (TCV) updates

This month sees TCV go to FOUR brand new sites! They are creating a new wildflower meadow near the village hall in Upton, building a “dead hedge” (fence from natural materials) in Wymondham, rejuvenating a woodland in Sprowston, and starting work on a new area in Rouen Road in the centre of Norwich. Creating new wildflower meadows is a bit of a theme this month, as they are also planting seeds and bulbs at Horsford, Earlham Cemetery and in Wensum Park.

A number of students have been asking about our **Volunteer Officer** programme (internships). If anyone is able to spend a few months with TCV (could be full or part-time, they are very flexible) they can learn everything that they need to know to get a paid job in nature conservation. They could not only join the volunteer team but be trained to lead them, as well as taking on additional responsibilities...so as well as working on practical habitat management on site, they could choose the tools to load into the minibus, and also do some data entry /admin / publicity / volunteer recruitment / funding applications if they wish. They can provide them with training in task leadership, tool use, minibus driving, habitat management, and more: all that you would need to run a project. If you know anyone who might be interested in this, they should come along to some tasks to see what TCV do, and if they enjoy that, then talk to Mark about taking the next step towards a career working with wildlife.

A reminder that anyone can join, at any point, even if it's just for one day.

Mark Webster

07740 899 691 [mark.webster@tcv.org.uk](mailto:mark.webster@tcv.org.uk) [www.tcv.org.uk/norfolk](http://www.tcv.org.uk/norfolk) TCV, Centrum,  
Norwich Research Park, Colney Lane, Norwich, NR4 7GJ.

## Norfolk Vision for Volunteering event



SAVE THE DATE

# Norfolk Vision for Volunteering Launch Event

 21 November 2023

 5:30-7:30pm

 The Assembly House, Norwich

 Light refreshments provided

**VOLUNTARY NORFOLK**  
VCSE Support


Empowering  
Communities  
Connect • Collaborate • Champion

THE ASSEMBLY HOUSE

The Vision has been developed through research with Norfolk's VCSEs and volunteers and highlights the main barriers to volunteering plus adaptations to make volunteering more attractive and organisations better equipped to meet the needs of volunteers. It suggests ways of improving volunteers' experience and increase volunteer numbers from diverse backgrounds.


The Vision for Volunteering Launch will celebrate Norfolk's volunteers and voluntary sector, showcasing innovative approaches to volunteering and sharing the findings, key themes, and suggestions of the Vision with a wide audience. They invite all volunteers, VCSE organisations and public sector colleagues to join at the Assembly House for speeches, discussion, networking and performance!

<https://www.eventbrite.co.uk/e/norfolk-vision-for-volunteering-launch-event-tickets-731088163377?aff=oddtcreator>



**COMMUNITY  
CHAPLAINCY**  
NORFOLK

WALKING WITH PRISON LEAVERS TO  
REBUILD THEIR LIVES



# CELEBRATION OF HOPE

The Trustees of Community Chaplaincy Norfolk  
are pleased to invite you to celebrate 5 years  
of CCN

Please join us on Thursday 9th  
November  
St Stephen's Church, Rampant  
Horse Street, NR2 1QP

**5-6PM WELCOME**  
DRINKS, EXHIBITION AND NETWORKING  
**6-7PM PRESENTATIONS**  
**7-9PM FOOD AND MUSIC**  
**FROM LOCAL JAZZ BAND**

# Norwich

## Norfolk and Waveney Digital Connect event




# Norfolk & Waveney Digital Connect

An opportunity to see the progress in the digital strategy, help design digital inclusion work, and tell us how you would like to get involved in digital health and care

**Connect | Converge | Collaborate**

Welcoming all Norfolk & Waveney Integrated Care System partners to attend our Digital Connect event


 **Friday 10 November**

 **10am - 4pm**

 **Dunston Hall, Norwich**

 **Topics include:**

Shared Care Record  
Electronic Patient Record  
Data Hub  
Virtual Wards  
Assistive Technology & many more!

 **Scan the QR code to register your interest**



**(Pre-registration required)**

Or alternatively, [click here](#) to register your place

If you have problems registering or have any queries, please email [nwicb.digital@nhs.net](mailto:nwicb.digital@nhs.net)



@NWICBDigital

# TALKING ABOUT CANCER TOGETHER



## Network Event

Want to know what cancer support services are available in Norfolk?  
The ability to offer holistic care to service users?  
Come learn what is available locally!

**The Forum, Norwich**  
**15/11/2023**  
**10:00 - 16:00**  
**Free Entry**

Funded by

**MACMILLAN**  
CANCER SUPPORT

For more info:  
[office@communityactionnorfolk.org.uk](mailto:office@communityactionnorfolk.org.uk)  
Tel: 01362 698216





### **Age UK Norwich information**

Age UK Norwich offer a variety of clubs, activities and information and advice sessions which you are invited to attend. Clubs include coffee mornings, art sessions and more active programmes such as workouts with weights. Booking is essential for some of these. Please do get in touch with the Health and Community Outreach Team via email [activities@ageuknorwich.org.uk](mailto:activities@ageuknorwich.org.uk) or call 01603 496333.

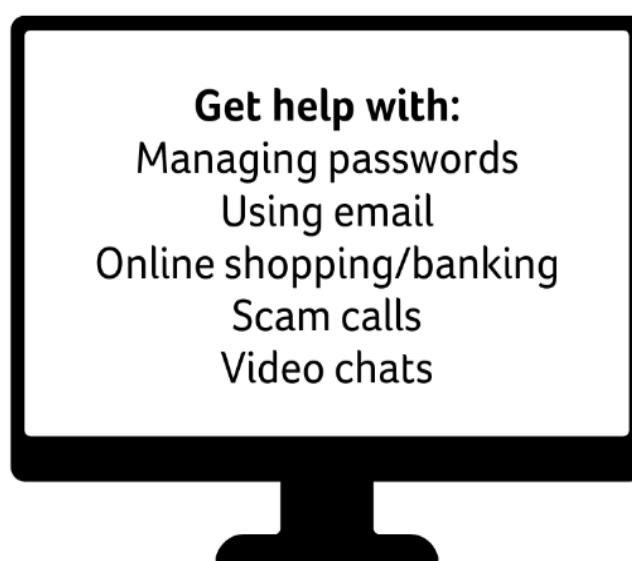
For more information please see the links below-

<https://www.ageuk.org.uk/norwich/activities-and-events/>

<https://www.ageuk.org.uk/norwich/activities-and-events/activity-groups/friends-of-age-uk-norwich/>

# Staying Safe Online Workshop

Monday 13th November 12:15-14:15



BPIC Meeting Room, The Forum, Millennium Plain,  
Norwich NR2 1TF

To book your place, please call 01603 496333 or  
email [activities@ageuknorwich.org.uk](mailto:activities@ageuknorwich.org.uk)

**Osiris IT**  
We speak your language

**Norwich  
ageUK**  
Improving the  
quality of later life

**PLUG  
THE  
GAP.**

Registered Charity Number 1094623



# Communi-Cake

**Join us for cake, board games and a chat!**

First Monday of each month at 10:30-12:30!

The Boundary Pub, 414 Aylsham Rd, Norwich NR3 2SA



- Hot drinks, cakes and games will be provided. Donations are welcome.
- Gain help and support from a member of our Information and Advice team.

If you would like to come along, please call us on 01603 496333 or email us at [activities@ageuknorwich.org.uk](mailto:activities@ageuknorwich.org.uk).

Registered Charity Number 1094623



**Norwich**  
**ageUK**  
Improving the  
quality of later life



# Charity Curry Night at Spice Valley

5 Magdalen St, Norwich, NR3 1LE  
Thursday 9th November, 7-10pm

**£20 per person**

Your choice of starter, main, side and  
rice or naan  
+  
Gulab Jamun (Indian Sweet)

Please note this special offer is not in conjunction  
with any other offers. You can only choose any from  
“old favourites” menu, except King prawn dishes  
(£4.95).



[www.spicevalleynorwich.co.uk](http://www.spicevalleynorwich.co.uk)



01603 623886

Age UK Norwich, Registered Charity Number 1094623





# Royal Celebration




with Age UK Norwich




**Saturday 18th November**  
**12:00 - 16:00**

The Hewett Academy, Cecil Road, Norwich, NR1 2PL

**Join us for an afternoon to celebrate the birthday  
of King Charles III**

-  Live music by The SunRayz Band
-  A delicious afternoon tea
-  Fun & Games!

**For booking information:**

-  01603 496333
-  [activities@ageuknorwich.org.uk](mailto:activities@ageuknorwich.org.uk)



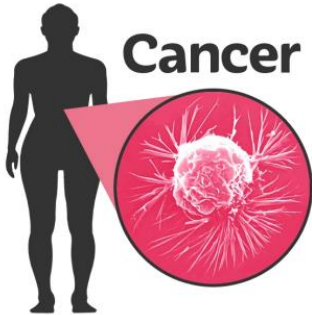
**Norwich  
ageUK**  
Improving the  
quality of later life

Registered Charity Number 1094623



# South Norfolk

## Health screening for people with learning disabilities



### All about health screenings

Sessions for people with learning disabilities



A safe space for people to learn about health screenings



↓ Save the dates

#### Breast Cancer in women and men

**October**  
**24**

#### Cervical Cancer in women

**January**  
**30**

#### Bowel Cancer in men and women

**April**  
**4**

#### Testicular cancer in men

**April**  
**30**

For more information just call or email



01603 631433



admin@openingdoors.org.uk



NORWICH CONSOLIDATED CHARITIES



Opening Doors



You and a supporter can pop along on the day. No need to book in advance.

Community

**CLIMATE EMERGENCY** **DECLARED** 

**WYMONDHAM NEEDS YOU!**

Come to an open meeting and help shape our sustainable future...

Sun 19th Nov  
3pm - 6.30pm

Fairland Church Centre  
Fairland Hill  
Wymondham  
NR18 0AW

Refreshments provided

for more details email [info@sustainablewymondham.org.uk](mailto:info@sustainablewymondham.org.uk)



Visit <https://www.sustainablewymondham.org.uk/> for more information

## The Shed Wymondham



▲ Before and after: a guitar is converted into a bluetooth speaker!

Lightbulb moment: an old tree stump becomes a lamp ▶



◀ An old pair of jeans becomes a work apron and a tote bag below



## CREATIVE UPCYCLING AT THE SHED

By Andrew Clarke



Over the last few months several members of The Shed have been up-cycling a variety of items. Great to see and far better than "the throw away" culture we seem to be living in.

Taking a broken guitar and turning it into a Bluetooth speaker with LED string lights for the guitar strings.

If you have any broken or old musical instruments, think outside the box - it could be turned into anything more useful!

If you need ideas then come and see us and maybe one of our very creative members can help.

An old bedroom chair beautifully upholstered to look like new. The material coming from a set of curtains is able to match the bedroom curtains and decoration.

What to do with those old pairs of jeans? Don't throw them out! Make a unique tote bag or an apron to give them a second life.

An old yew tree stump taken from one of our members' gardens. Cleaned, sealed and polished then one of our other members turned it into a one-off table lamp.

We have also held several workshops recently - leather work, card making, planter making. It's a chance to introduce new skills to all our members.

If you would like an opportunity to work on your own projects or take part in any of our workshops come and visit The Shed. Become a member and join our wonderful community project.



▲ Good as new! An old chair is re-upholstered using material from curtains

The Shed, 46-60 Ayton Rd, Wymondham,  
Norfolk NR18 0QH  
[www.theshedwymondham.org.uk](http://www.theshedwymondham.org.uk)  
[info@theshedwymondham.org.uk](mailto:info@theshedwymondham.org.uk)

Tuesday - Men's session - 9:30am to 1pm  
Wednesday - Women's session - 1pm to 4:30pm  
Thursday - Men's session - 9:30am to 1pm  
Friday - Womens session - 9:30am to 1pm  
Saturday - Mixed session - 9:30am to 1pm



## Breckland

### Age UK Norfolk- Thetford event



# Getting Winter Ready

*a free event for over 50's*

Age UK Norfolk is here to help you this Winter. Speak to us about:

- Benefit Entitlements
- Cost of Living
- Warm Home Discount
- FREE room thermometer to help you keep your home an ideal temperature \*

\*Available while stocks last

**FREE blanket**  
to help  
keep you warm  
this winter \*



**Monday 13th November 10am-1.30pm**

**Thetford Library, Raymond Street,  
Thetford, IP24 2EA**



Registered Charity No. 1077097



### **Watton Meet up**

Meet Watton is a friendly group for anyone over 18 to meet others and enjoy social events together.

They hold events all over Norfolk and Suffolk and beyond. Their events include walks, lunches, day trips, historic visits, ten pin bowling, behind the scenes visits, bingo, picnics, trips to the cinema/theatre and lots of other fun activities.

<https://www.meetup.com/meet-watton/>

<https://www.facebook.com/profile.php?id=100086911298741>

East Norfolk

Well Warm and Woolly event

**AGE+CONNECTED**

**WELL  
WARM & WOOLLY**

**WEDNESDAY 22nd NOVEMBER 10am-3pm**

**FREE EVENT DAY**

**FREE TEA - COFFEE - BISCUITS - LIVE - MUSIC ALLDAY**

**EVERYONE AGED 50+ IS VERY WELCOME AT THE  
ACORN CENTRE, REGENT ST  
GREAT YARMOUTH NR30 1RN 01493 262052**

**COLLECT A FREE KNITTED ITEM HAND MADE BY  
THE ACORN KNITTERS (1 item per person)  
INFORMATION AND ADVICE AVAILABLE ABOUT  
STAYING WELL THIS WINTER**

**KEEP WARM AND TOASTIE AT CAFE CONNECT  
12-1.30 PM FREE SOUP AND ROLL, BEANS ON  
TOAST TOAST AND JAM AND CAKE  
(SUBJECT TO AVAILABILTY)**

Made with PosterMyWall.com

## **Forget-Me-Nots group**

Lesly Baillie has set up a new group called Forget-Me-Nots for people with dementia and their family/carers. It is under the umbrella of St Nicholas church, Bradwell.

The group meets on the first Monday of every month (except bank holidays,) between 10am and 12pm, but are hoping to extend the times and days as necessary.

For more information, please contact Lesley- [lesleya.baillie@btinternet.com](mailto:lesleya.baillie@btinternet.com)

## **Headway- Walking Support Group, Great Yarmouth**

### **Free Walking Support Group**

Headway Norfolk and Waveney have introduced a Walking Support Group, an initiative in Great Yarmouth that's changing lives one step at a time. Come alone or as part of a carer & peer combination. The group is aimed at anyone who is facing the challenges of a brain injury and is seeking solace, connection and simply a breath of fresh air.



What will be offered:

- Guided mindful walks through scenic trails
- Opportunities to share experiences and stories
- A safe and inclusive space to build your support network
- A chance to improve your overall well-being

For more information and to register, please contact: [OT@headway-nw.org.uk](mailto:OT@headway-nw.org.uk) or call Danielle: 07754 557726



### Action Community Enterprise (ACE) courses

ACE have organised the following free courses & drop-in Sessions at their premises, 16-18 Alpha Road, Gorleston. NR31 0LQ

Construction Skills for Adults (for beginners): One day courses, on 13<sup>th</sup> November, 29<sup>th</sup> January, or 12<sup>th</sup> February. 9:30am to 3:30pm  
Useful DIY skills & tackling small projects.

Motor Vehicle Skills: One day course on 11<sup>th</sup> December. 9:30am to 3:30pm.  
Winter care of your car & more.

Multiply Maths for ALL: Drop in sessions every Friday, 9am to 12noon.  
To help improve numeracy...

[WWW.ACE-PROJECT.ORG.UK](http://WWW.ACE-PROJECT.ORG.UK)

01493 262299



## North Norfolk



# Birchwood Medical Practice

## Birchwood Medical Practice

Birchwood Medical Practice are starting a new and exciting series of events, with the aim of arming the community with information and support that is needed to promote their independence.

Starting on 30th November 2023 with Dementia Support, the sessions will be bi-monthly, 10:30 – 14:30 in the bottom waiting room at Birchwood Surgery.

This will be open for all people in North Norfolk, not just for Birchwood Patients, and the Public will be welcome to come along and gain the advice and support they need from the Organisations in attendance. It is hoped that all surgeries will follow suit in doing these events, and Professionals and patients will benefit from the idea. There will be at least two ICC's in attendance at every event.

<https://birchwoodsurgery.nhs.uk/>

**Drawn Together - Turning the Page  
Creative Art Project 2023 - Referral Only**



**Merchants' Place  
16 Church Street  
Cromer  
NR27 9ES**

**Tel: 01263 519454**

**Email: [info@merchantsplace.co.uk](mailto:info@merchantsplace.co.uk)  
[www.merchantsplace.co.uk](http://www.merchantsplace.co.uk)**

**Merchants'  
Place <sup>Ltd</sup>** | Community  
Resource &  
Learning Centre



## Drawn Together – Turning the Page - Creative Art Project (2023)

There are times in everyone's life when we feel lonely or isolated. If not addressed, these feelings can lead to more serious and long term issues.

### The Aim

Our project 'Drawn Together' will offer creative activities for local people to improve wellbeing, be more socially included and locally connected. Individuals can attend a short creative art group with qualified, caring group leaders and volunteers.

The programme is designed to be lighthearted yet rewarding with no expectations other than a safe space to relax and enjoy a couple of hours each week exploring your creative side in good company. Using simple mixed mediums such as pastel, paint, collage, mono printing on subjects including family, buildings, interests and wildlife. All materials are provided.

Clients will be constantly monitored to ensure their wellbeing throughout the course and a review will be completed at the the end of the course and fed back to the referer if required.

**This service is referral only.** All professionals are able to refer to this project.

### Who can attend?

Adults over 18 who may have experienced:

- Loneliness
- Isolation
- Shyness or social anxiety, low self esteem
- Bereavement
- Long-term unemployment
- Bullying or intimidation
- Long-term illness
- Relationship breakdown

### Who can not attend?

- Due to the activities we are unable to accept people with physical disabilities which affect the use of their arms and hands.
- Severe mental health issues which would impact negatively on the group
- Those who suffer with violent or anger related behaviour

### How do I refer?

Contact Merchants' Place. You will be asked to complete a short referral form, assessing the suitability of the group for your client. We aim to run the group in short blocks depending on the needs of the clients, therefore there may be a short wait for the next group to start. We will contact the client and offer a place, giving details dates and times.

Kindly supported by





## Living with grief event- Sheringham



### **LIVING WITH GRIEF EVENT**

**4<sup>th</sup> December 2023**

**Oddfellows Hall, Lifeboat  
Plain, Sheringham**

Are you:

- Grieving, following a bereavement?
- Going through loss of any sort and wondering how to get through this?
- Trying to support someone who is grieving?

If the answer to any of these is 'yes', come to the Living with Grief Event at Oddfellows Hall **on Monday 4<sup>th</sup> December. The event will take place twice: at 4 pm and 6 pm.** Each event will last for about an hour and a half.

We will provide a warm welcome (with refreshments), a supportive and safe setting in which to share and listen to grief-related stories, poetry and prose and browse through an exhibition of art and resources that can help.

Speakers will include local writer **James McDermott** who will share poems and stories about living with grief after losing a parent; **Carol Wilkinson** who will share her experience of living with grief after losing a partner; and **Simon Arthur**, Grief Recovery Specialist, who will share thoughts on how to live with grief and where to go if you need help.

**It's free and there's no need to book –  
just come along to one of the sessions.  
You will be very welcome and we look  
forward to seeing you there.**

## West Norfolk



### West Norfolk VCSE Hub Invitation

The West Norfolk VCSE (Voluntary, Community and Social Enterprise) Hub's next meeting is on Thursday 23<sup>rd</sup> November 2023 between 10:30 and 12:00 on the platform Microsoft Teams. The majority of this session will focus on the topic of **'More Than History: VCSE Heritage Activity in West Norfolk'**, and they will be inviting colleagues working in West Norfolk with expertise and knowledge on this topic to share their insights. While aimed at colleagues in West Norfolk VCSE organisations or those running West Norfolk specific projects, they also welcome local public sector partners who work closely with the VCSE sector in West Norfolk.

The West Norfolk VCSE Hub meets online every 6 weeks with each session focusing on a different topic that may be of interest to VCSE organisations working in West Norfolk, so members can choose to attend those of interest. For each topic they invite individuals from West Norfolk organisations or projects to talk about aspects of their work that relate to the topic. The emphasis for each session very much being on sharing local developments and best practice, facilitating connections and interactive discussion and it

enables organisations to explore opportunities to work together. By joining the mailing list, you can receive summaries of each of the sessions as well as information and updates specifically related to West Norfolk.

For more information or to receive the joining link email

[jackie.cushing@communityactionnorfolk.org.uk](mailto:jackie.cushing@communityactionnorfolk.org.uk)



is the operating  
name of



Supporting people with hearing loss and related conditions

### **Cuppa Care sessions**

As mentioned earlier on in the newsletter, the Cuppa Care support sessions are delivered across Norfolk; featuring in this section are details of Downham Market, Terrington, Outwell and Kings Lynn.

For other areas please use this link-

<https://www.hearfornorfolk.org.uk/cuppa-care/>

**Downham Market**



@cuppacarenorfolk

**The Cuppa Care Bus aims to bring people together and tackle loneliness.**

Whether you just want to get out of the house, to meet new people, or chat about something that's worrying you – we have friendly people on hand who can help. Come on your own or with a friend, you'll be more than welcome to join us for a cuppa and a chat!

Contact us at [@cuppacarenorfolk](https://cuppacarenorfolk.org.uk)  
[@hearfornorfolk.org.uk](https://hearfornorfolk.org.uk)  
 or 01603 404440

Delivered by:



**91%**

**of UK adults think small moments of connection can make a difference to someone who feels lonely**

\*Based on a YOUGOV PLC survey of 2,147 UK adults in September 2019.

**LOCATION:**

**Downham Market, Prince Henry Place Retirement Housing, PE38 9BL**

**TIME:**

**From: 10:00 am To: 12:00 pm**

**DATES:**

**Wednesday, 4th October, 2023**

**Wednesday, 1st November, 2023**

**Wednesday, 6th December, 2023**

**Wednesday, 3rd January, 2024**

**Wednesday, 7th February, 2024**

**Wednesday, 6th March, 2024**

# Terrington



@cuppacarenorfolk

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Contact us at [cuppacarenorfolk](https://cuppacarenorfolk.org.uk)  
[@hearfornorfolk.org.uk](https://hearfornorfolk.org.uk)  
or 01603 404440

Delivered by:



# 91%

of UK adults think small moments of connection can make a difference to someone who feels lonely

\*Based on a YOUGov PLC survey of 2,147 UK adults in September 2019.

### LOCATION:

Terrington, Caves Close, St Clement, King's Lynn, Norfolk, PE34 4NH

### TIME:

From: 1:00 pm To: 3:00 pm

### DATES:

Tuesday, 3rd October, 2023

Tuesday, 7th November, 2023

Tuesday, 5th December, 2023

Tuesday, 2nd January, 2024

Tuesday, 6th February, 2024

Tuesday, 5th March, 2024

**Outwell**



@cuppacarenorfolk

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[@hearfornorfolk.org.uk](https://hearfornorfolk.org.uk)  
or 01603 404440

Delivered by:



**91%**

of UK adults think small moments of connection can make a difference to someone who feels lonely

\*Based on a YOUGov PLC survey of 2,147 UK adults in September 2019.

**LOCATION:**

**Outwell, Beaupre Hall, Retirement Housing, St Clements Close, PE14 8SJ**

**TIME:**

**From: 1:00 pm To: 3:00 pm**

**DATES:**

**Wednesday, 4th October, 2023**

**Wednesday, 1st November, 2023**

**Wednesday, 6th December, 2023**

**Wednesday, 3rd January, 2024**

**Wednesday, 7th February, 2024**

**Wednesday, 6th March, 2024**

# King's Lynn



@cuppacarenorfolk

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Contact us at cuppacarenorfolk  
@hearforfolk.org.uk  
or 01603 404440

Delivered by:



Supporting people with hearing loss and related conditions



# 91%

of UK adults think small moments of connection can make a difference to someone who feels lonely

\*Based on a YOUGOV PLC survey of 2,147 UK adults in September 2019.

### LOCATION:

King's Lynn, Waterside Retirement Housing, Off Columbia Way, PE30 2NA

### TIME:

From: 10:00 am To: 12:00 pm

### DATES:

Tuesday, 3rd October, 2023

Tuesday, 7th November, 2023

Tuesday, 5th December, 2023

Tuesday, 2nd January, 2024

Tuesday, 6th February, 2024

Tuesday, 5th March, 2024



The Stroke Association have (volunteer run) support groups providing training. They also work with independent groups who can join their Stroke Group Network, allowing them to access guidance, leaflets/posters, advice from the Stroke Association and advertise on their website.

In West Norfolk a Thai Chi group runs on a Thursday (11:30 to 12:30) in King's Lynn. The group is open to anyone who is a stroke survivor, had a Transient Ischaemic Attack (TIA/Mini Stroke), and the families and carers of stroke survivors. They are looking for some more volunteers to help run the group. Also run weekly hydrotherapy group sessions (Thursday at 5pm) which can be booked in blocks of four, at the Queen Elizabeth Hospital, King's Lynn. In 2022, they received funding from Norfolk County Council to cover the running costs of both groups for a year, which comes to an end in November, but hoping the groups will continue if more members.

They are running art sessions, run by volunteers, fortnightly in blocks of six held on Thursday mornings in King's Lynn. They also run a King's Lynn and District Stroke Group which meets once a month, although they are hoping to increase to fortnightly as it has become so popular. There is also a Stroke Survivors group in Hunstanton, and Downham Market (Wednesday afternoon) where they run different activities every week.

For more information contact Anya on [anya.pratt@stroke.org.uk](mailto:anya.pratt@stroke.org.uk)

<https://www.stroke.org.uk/>





# Hunstanton Town Council

## **Helping Hands Hub**

Hunstanton Town Council's Helping Hands Hub is based in the Community Hub, Lower Floor Town Hall, The Green, Hunstanton PE36 6BQ. This is open to everyone and they provide a warm space with hot drinks and light refreshments on a pay what you can afford basis. Come along and meet new people in a warm, welcoming environment.

Do you have a few hours spare once a month? Would you like to help in this new Hunstanton Town Council project? For more information please go to - [www.hunstantontowncouncil.gov.uk/uploads/hunstanton-helping-hands-caf-volunteer-advert.pdf?v=1660816436](http://www.hunstantontowncouncil.gov.uk/uploads/hunstanton-helping-hands-caf-volunteer-advert.pdf?v=1660816436)

For an application form to become a volunteer please go to; [uploads/helping-hands-volunteer-application-form-\(4\).pdf?v=1660822787](http://www.hunstantontowncouncil.gov.uk/uploads/helping-hands-volunteer-application-form-(4).pdf?v=1660822787)

<https://www.hunstantontowncouncil.gov.uk/community-fridge>

**Information**

**and**

**advice**



# Volunteer Responders

## **NHS Steward Volunteers**

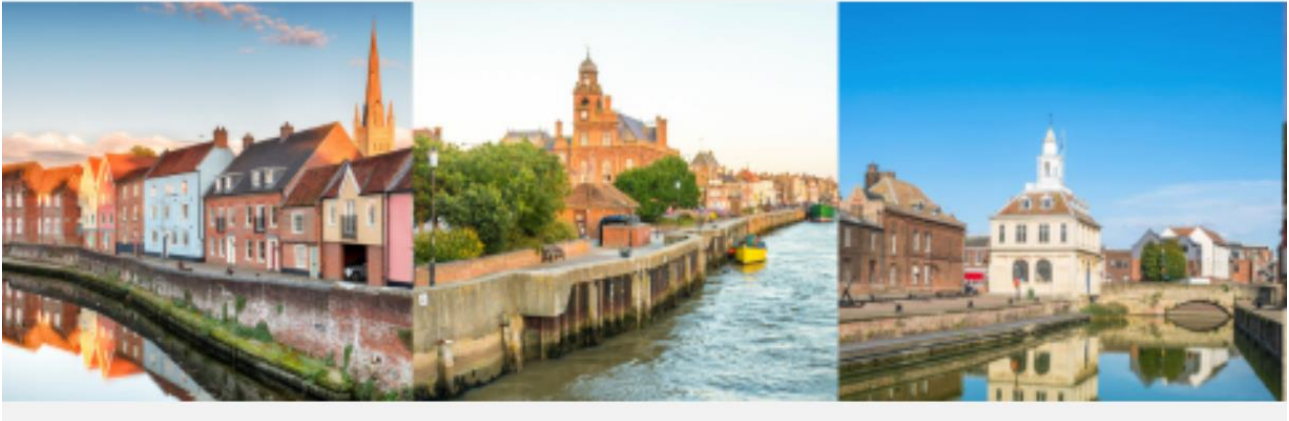
In this team-based role, you will be helping the NHS with COVID-19 vaccination programmes. Steward Volunteers ensure the smooth running of vaccination sites.

[https://www.goodsamapp.org/NHsvolunteerresponders?\\_ckplc=y](https://www.goodsamapp.org/NHsvolunteerresponders?_ckplc=y)

This activity at vaccination sites ensures the smooth arrival and guiding of people coming in for vaccinations. No experience or qualifications are required. Read the 'Getting You started guide for Steward volunteers'- <https://nhscarevolunteerresponders.org/steward-volunteer>

You will be part of a team at a vaccination site, assisting other volunteers and NHS teams to deliver the vaccination programme. A support team is on hand to provide you with a full briefing and any help or guidance you might need as a Volunteer Responder. You will be provided with a Hi-Vis jacket and expenses will be covered.

A DBS (Disclosure and Barring Service) is not required for this role, although you will be asked to declare any unspent convictions as part of the application process. You can find out more about volunteering in the FAQ's for Volunteer Responders- <https://nhscarevolunteerresponders.org/faqs-for-volunteer-responders>



### **Highly praised Admission Prevention Service expanded across all of Norfolk and Waveney**

Local charity, Julian Support, has just announced the expansion of its highly acclaimed Admission Prevention Service, thanks to continued funding from NHS Norfolk and Waveney Integrated Care Board (ICB). From October 1, 2023, Julian Support, who support people with their mental health and wellbeing, will provide crucial support to people at risk of hospital admission or those being discharged from hospitals throughout the entirety of Norfolk and Waveney.

The Admission Prevention Service aims to support people to remain well in their own homes and communities, thereby preventing the need for hospital admissions or readmissions. Julian Support will work closely with Norfolk and Suffolk Foundation Trust (NSFT) to deliver this service, providing support that is matched to the specific needs of each individual person. There are two key parts that make up the Admission Prevention Service: Pre-Admission Support: will offer support to people highly likely to be admitted to the hospital, and Discharge Support: will help people back into their homes and communities after a stay in hospital, aiming to prevent re-admission.

<https://www.juliansupport.org/PAGES/PREVENTION>



## Fire Safety in the home leaflet

### Chargers

- Always use the genuine charger that came with your phone, tablet, e-cigarette, laptop, or mobile device
- Once devices are fully charged, disconnect and turn charger off
- Do not cover the charger or device as it may heat up during the charging process
- Never charge on soft furnishings, beds, sofas, carpets

### In the event of a fire, don't tackle it yourself

**GET OUT STAY OUT AND CALL 999**

## Fire safety in your home

A guide for householders

### Portable heaters

- Treat portable heaters as you would an open fire or log burner and never leave unattended
- Plug directly into the wall socket and never extension cord
- Do not place too close to combustible sources such as sofas/beds/clothing

### Cigarettes

- Never smoke in bed
- Use ashtrays and empty to an outside bin regularly
- Use child resistant lighters or matchboxes and keep out of reach of children
- Take extra care if you smoke when tired, use medication or have been drinking alcohol - you could fall asleep and cause a fire

### Smoke detectors

- Fit a smoke detector on every floor of your home, ideally on ceilings in the hallway or landing
- Don't put a smoke detector in the kitchen where it can be set off accidentally
- Test the batteries once a week. Long life smoke detectors are available

**Remember: Test it, change it, replace it**

### Furniture

- Check new furniture complies with the Furniture and Furnishings (Fire) (Safety) Regulations 1988
- Look for the fire-resistant permanent label

### For further information and advice on any aspect of fire safety in the home please contact our Prevention Department on:

NFRS Headquarters  
Operations & Communications Centre,  
Room 8.2.6, Jubilee House, Falconers Chase,  
Wymondham, NR18 0VWV

You can also get information & advice from our website  
[www.norfolk.gov.uk/fire](http://www.norfolk.gov.uk/fire)

Email [hq@fire.norfolk.gov.uk](mailto:hq@fire.norfolk.gov.uk)  
Telephone 0300 1231669

Scan the QR code to see how safe your home is from fire

### Be prepared

- Plan your escape routes and keep exits clear
- The best route is the usual way in and out of your home
- Get everyone to test your escape plan
- Keep door and window keys handy - tell members of your household where they are

### Electrical safety

- Don't overload sockets - keep to one plug per socket
- Unplug appliances when not in use or when you go to bed
- Always use the correct fuse
- Check and replace old cables and leads
- Do not place cables under carpets and mats

### Do not tackle pan fires: get out, stay out and call 999

- Never throw water over it
- Turn off the heat if possible
- Do not move the pan

### Candles

Make sure candles are secured in a proper holder and away from materials that may catch fire - like curtains.

- Put candles out when you leave the room, and make sure they're put out completely at night
- Use a snuffer or a spoon to put out candles. It's safer than blowing them out when sparks can fly
- Children and pets shouldn't be left alone with lit candles

### Check electrical appliances for signs of:

- Loose wiring
- Scorch marks
- Hot plugs and sockets
- Fuses that blow
- Circuit-breakers that trip
- Flickering lights

**L.I.V.E**

- Look, smell and listen
- Investigate and isolate
- Visit [www.electricalcompetentperson.co.uk](http://www.electricalcompetentperson.co.uk) to find a qualified electrician
- Emergency? Call 999

**Keep all electrical appliances clean and in good working order**

### Register my appliance

Improve your home safety by taking the simple step of registering your fridges, freezers and washing machines at [www.registermyappliance.org.uk](http://www.registermyappliance.org.uk)

This is a safety precaution allowing you to be contacted quickly if a recall or free safety repair is ever needed. It's important to install and use appliances according to manufacturer's instructions.

### How to prevent common fires in the kitchen

- Do not leave cooking unattended - take pans off the heat
- Take care when wearing loose clothing - it can easily catch fire
- Keep electrical leads, tea towels, and cloths away from the oven or hob
- Spark devices are safer than matches or lighters to light gas cookers
- Switch off the oven or hob when you have finished cooking
- Never leave children alone in the kitchen
- If you deep fry food, consider buying a thermostatically controlled electric deep fat fryer

### Bedtime checklist

- Close inside doors at night to stop a fire from spreading
- Turn off and unplug electrical appliances unless they are designed to be left on - like your freezer
- Check your cooker is turned off
- Don't leave electrical appliances such as washing machines, tumble dryers and dishwashers on.
- Turn heaters off and put up fireguards
- Put candles and cigarettes out properly
- Make sure exits are kept clear
- Agree your escape plan with overnight guests

**You are more at risk from fire when asleep**

### Lights

- Keep curtains and other fabrics away from light bulbs
- Do not exceed the maximum wattage on shades or fittings

## Temporary closure notice of Fakenham library

Fakenham Library is now closed for major works, reopening Monday 18 December (please note that this date may be subject to change).

A pop-up library will operate from the Community Centre Wednesday to Friday 10am - 5pm, Saturdays 10am - 4pm (excluding 25 November)

<https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/visit/locations-and-opening-times/fakenham-library>

## Travel Norfolk Car Scheme



**Can you help in any way?**

Your assistance in the following would be much appreciated:

- When booking, please provide all journey details and specific needs you might have
- Be flexible with appointment times
- Update us on changes affecting your travel

**Volunteer drivers required**



We are always in need of volunteer drivers. If you know anybody who may be interested, please ask them to call us on **0344 800 8020**

[www.norfolk.gov.uk/volunteerdrivers](http://www.norfolk.gov.uk/volunteerdrivers)

**What if you need to cancel transport?**  
**Call 0344 800 8020 to cancel**

- Provide ample notice for driver reassignment
- Late cancellations may result in charges if driver en route.

**IN TRAN<sup>®</sup>**  
communication for all

If you would like this information in large print or in an alternative version, please contact us on 0344 800 8020 and we will do our best to provide it.

**Travel Norfolk Car Scheme**

**Community volunteers helping you to get out and about**



## Travel Norfolk Car Scheme run by Norfolk County Council

Offers community transport through volunteer drivers, helping adults reach vital health, social, and wellbeing services.

**Who can access the service?**  
Adults who:

- Have specific health/social needs but not eligible for free transport
- Are unable to use or access normal public transport services
- Cannot access services using transport provided by family or friends
- Need a journey for essential shopping, e.g. food or medication
- Are not in receipt of any higher rate of disability payment or have a score above 8 points for mobility if in receipt of PIP

**Note:** If you've had a heart attack, stroke, or seizures in the last 3 months, you must be accompanied by a friend or relative

**Requirements**  
Can independently enter/exit car.  
No wheelchair users but can bring a helper.

**Where can a driver take you?**

- Medical centres (hospitals, clinics, doctors)
- Health appointments (dentists, opticians, therapy)
- Day care and respite care
- Essential shopping (food shop at supermarket)
- Social/wellbeing activities

**Note:** We don't serve West Norfolk PE postcodes. For journey from there, contact West Norfolk Community Transport at **01553 776971**

**How to book**  
**Call us on 0344 800 8020 (Mon-Fri, 9am-5pm)**

- Give 3 working days' notice
- Book up to 2 weeks ahead

**Volunteer driver availability**  
We aim to fulfill all trips but depend on driver schedules. Sharing rides might be required.

**Priority will be given to journey requests within Norfolk.**

However, journeys outside of Norfolk will be considered like hospital appointment.

**Travel cost**

- 45p per mile
- Pay cash to driver on travel day
- No other payment methods accepted

**Coverage**

- Cost covers driver's round-trip mileage
- We prioritise nearby drivers to reduce costs
- Staff will discuss if nearest driver isn't possible

**Estimates**

- No immediate quotes, but driver can call with costs
- Get cost info from driver during booking

**Wait Times**

- Up to 1-hour wait at venue sometimes possible
- Longer waits: driver leaves and returns
- Additional charges for extended waits

## Setting next year's budget- open until 1 December 2023

Norfolk County Council has launched its annual budget consultation. This is your chance to have your say on Norfolk County Council's budget proposals, which set out spending plans for the 2024/25 year.

Consultation on the council's proposed share of council tax and its savings proposals will take place up until 1 December. The council is consulting on the level of council tax and adult social care precept. People can also comment on the proposed budget approach and savings proposals. If you need a copy of the consultation document in a different format please email [haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk), call 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and they will do our best to help.

The consultation should take about 10-15 minutes to complete.

<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/our-budget-and-council-tax/our-budget/setting-next-years-budget>

## **Spread a message of hope- Suicide prevention**

The Public Health Team leads on suicide surveillance and prevention, working closely with a range of partners to take action to prevent suicides and ensure support is in place for those impacted by suicide. Norfolk County Council highlighted local resources and support organisations offering a variety of tools and services available to people across Norfolk for World Suicide Prevention day (<https://www.who.int/campaigns/world-suicide-prevention-day/2023>) which was held in September-

- For instant support, please use the Shout Text messaging service, just text NORFOLK to 8528 or you can call the Samaritans 24/7 on 116 123. Qwell online (<https://www.qwell.io/>) and the nationally recognised Stay Alive App (<https://prevent-suicide.org.uk/find-help-now/stay-alive-app/>) is full of useful information and tools to both help people struggling with suicidal thoughts, and people concerned about someone else who may be considering suicide.
- For face-to-face support you can drop into wellbeing hubs across the county, such as the Rest Hub in Norwich.
- To find more information about the support that's available visit the NCC website- <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/suicide?notokay>
- For those who have lost loved ones to suicide there's also lots of useful resources including information on how to support someone who has lost a loved one to suicide, as well as signposts to organisations who can help children and young people who may have been bereaved- <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/suicide/affected-by-suicide>

## **Domestic Abuse - Safe Accommodation in Norfolk**

There are seven refuges for women and children, one in each district. Referral pathways and providers of the support in those refuges, who have commissioned contracts until 2026 (with possibility of extension), are as follows:

- Leeway Domestic Violence & Abuse Services– Norwich, Great Yarmouth, King's Lynn, Breckland and North Norfolk Council areas- <https://www.leewayssupport.org/contact-us/>



- Pandora Project – Broadland District Council area- <https://www.pandoraproject.org.uk/>
- Orwell Housing Association – South Norfolk Council area- <https://www.orwell-housing.co.uk/>

Referrals to all the refuges are to the relevant provider, although councils can make enquiries on behalf of a victim-survivor for example.

Dispersed accommodation ( longer-term temporary accommodation managed by accommodation providers) which is available to women and their children only:

- Two properties in Norwich and one in North Norfolk – support provided by Leeway Domestic Violence & Abuse Services. For all these properties, please refer to Norwich City Council- <https://www.norwich.gov.uk/site/>

Dispersed accommodation which is available to **any** adult victim-survivor and their children:

- Two properties in King’s Lynn & West Norfolk – support provided by Pandora Project. Please refer to the Borough Council (but capacity can be checked with Pandora)- <https://www.west-norfolk.gov.uk/>
- Two properties in South Norfolk – support provided by Orwell Housing Association. Please refer to South Norfolk Council- <https://www.southnorfolkandbroadland.gov.uk/>
- Three properties in Broadland – support provided by Orwell Housing Association. Please refer to Broadland District Council- <https://www.southnorfolkandbroadland.gov.uk/>

<https://www.norfolk.gov.uk/safety/domestic-abuse>

<https://nidasnorfolk.co.uk/>



## **NIDAS (Norfolk Integrated Domestic Abuse Service) Domestic Violence Disclosure Scheme (DVDS)**

The Domestic Violence Disclosure Scheme (DVDS), also known as “Clare’s Law” enables the police to disclose information to a victim or potential victim of domestic abuse about their partner’s or ex-partner’s previous abusive or violent offending.

Clare’s Law is named after Clare Wood, who was murdered by her ex-boyfriend in 2009 in Manchester. He strangled her and set her on fire. Her family fought for the introduction of Clare’s law after learning that the killer had a history of violence against women. They had no idea. The scheme was introduced in 2014. Between March 2021 – 22, in Norfolk alone, 342 people were given information from Norfolk Police about their partner’s violent history. Nationally, 15,000 people were given disclosures.

Gov.uk have just released an easy read version of their guidance –

<https://www.gov.uk/government/publications/domestic-violence-disclosure-scheme-pilot-guidance>

You can apply for a disclosure on behalf of a service user, or they can apply themselves-

<https://www.norfolk.police.uk/advice/assault-abuse-threats/domestic-abuse-disclosure-scheme-clares-law#:~:text=The%20Domestic%20Violence%20Disclosure%20Scheme%20%28DVDS%29%2C%20known%20as,member.%20The%20aim%20of%20the%20scheme%20is%20to%3A>

# Eastern Daily Press

## **New Transport Strategy Unveiled**

Half of all journeys in Norfolk's urban areas should be made on foot or on bike by the end of the decade, the county council has said.

The ambition is outlined in a new transport strategy unveiled by County Hall to promote walking and cycling and get people out of their cars. The initiative is likely to lead to more cycle lanes and footpaths across the county at a time when such schemes are already causing significant roadwork disruptions.

Conservative-controlled Norfolk County Council has revealed its plans in its new Walking, Wheeling and Cycling Strategy. It says it hopes the strategy will make walking, cycling or wheeling - using wheelchairs, mobility scooters, mobility aids - the "natural choice" for travelling from A to B.

It states: "The strategy vision is to create a healthier and greener Norfolk by enabling people to walk, wheel and cycle more often and as the natural choice for shorter journeys, or as part of a longer journey, with 50pc of the journeys in towns and cities to be completed by walking, wheeling and cycling by 2030."

Earlier this year, the council produced maps for 25 towns and villages, including Dereham, Diss, Cromer, Fakenham, Sheringham, Swaffham and Thetford, outlining where changes and improvements, such as new cycle lanes, footpaths and crossings could be prioritised-  
<https://www.edp24.co.uk/news/23587867.cycling-walking-plans-norfolk-towns-villages/>

The strategy outlines how walking and cycling has health benefits, is low cost and is more environmentally friendly, producing fewer carbon emissions than driving. The county council has a target to make its estate, including its buildings, net zero by 2030 - meaning a balance between the carbon emitted into the atmosphere, and the carbon removed from it. The UK is legally obliged to get its greenhouse gas emissions to net zero by 2050-  
<https://www.edp24.co.uk/news/23377252.norfolk-county-council-unveils-climate-change-strategy/>

According to the 2021 Census, 54pc of people in Norfolk drove a car or van to work,

8pc walked and 3pc cycled. That Census also revealed 83pc of households in Norfolk have at least one car, compared to 76pc for England, although it is lowest in urban areas such as Norwich.

The strategy makes no mention of the controversial 20-minute neighbourhood concept which sparked controversy earlier this year. The county council had voted unanimously to explore the idea of creating such zones, but senior councillors said in August there were no plans to bring in the measures. The idea of such neighbourhoods is that people can get to key services, such as healthcare, schools, parks and shops selling fresh food, with no need to get in a car.

County Hall had insisted there was no intention to stop people using their cars, but the fresh initiative to get people on bikes and walking could revive concerns among some motorists.

Consultation over the council's draft walking, wheeling and cycling strategy runs at [norfolk.citizenspace.com/environment-transport-and-development/walking-wheeling-and-cycling-2023-2036](https://www.norfolk.citizenspace.com/environment-transport-and-development/walking-wheeling-and-cycling-2023-2036) until Friday, November 24.

Click here to read the full press release <https://www.edp24.co.uk/news/23861107.norfolk-council-unveils-new-strategy-discourage-motoring/#:~:text=It%20states%3A%20%22The%20strategy%20vision,wheeling%20and%20cycling%20by%202030.%22>

Reference: Grimmer, D. (2023) 'Norfolk council unveils new strategy to discourage motoring', Eastern Daily Press, 23 October 2023. Available at <https://www.edp24.co.uk/news/23861107.norfolk-council-unveils-new-strategy-discourage-motoring/> (Accessed 29 Oct 2023)



### **Scam Alert – Scammers targeting WhatsApp groups**

NASP are highlighting a warning from Action Fraud about large community and religious WhatsApp groups being targeted by scammers after they received 268 reports since January this year. The fraud often begins when a member of the group receives a WhatsApp audio call from the fraudster, pretending, or claiming, to be a member of the group. This is done to gain the individual's trust, and often the scammer will use a false profile picture and / or display name, so at first glance it would appear to be a genuine member of the group.

The fraudster will then call the victim and say they are sending a one-time passcode which will allow them to join an upcoming video call for group members. The scammer then asks the victim to share this passcode with them so they can be "registered" for the video call. What's really happening is that the scammer is asking for a registration code to register the victim's WhatsApp account to a new device where they then "port" their WhatsApp profile over. Once the fraudster has access to the victim's WhatsApp account, they will enable two-step verification which makes it impossible for the victim to access their account. The scammer will then message other members of the group, or friends and family in the victim's contacts, asking them to transfer money urgently as they are in desperate need of help.

Analysis of Action Fraud reports indicate that victims targeted by this scam are often part of large WhatsApp community, alumni and academic, work groups, and religious groups (such as church or prayer groups).

What can you do to avoid being a victim?

- Never share your account's two-factor authentication (2FA) code (that's the six digit code you receive via SMS)
- Set up two-step verification to give an extra layer of protection to your account.  
Tap Settings > Account > Two-step verification > Enable
- THINK. CALL. If a family member or friend makes an unusual request on WhatsApp, always call the person to confirm their identity
- You can report spam messages or block a sender within WhatsApp. Press and hold on the message bubble, select 'Report' and then follow the instructions.

<https://www.norfolk.gov.uk/business/trading-standards/scams/norfolk-against-scams-partnership>



### Upcoming Meeting Dates:

**Join our meetings to share information and feedback with other Carers and people working with Carers and what matters to YOU!**

**West Norfolk Carer Involvement Meeting** - Wednesday 1st November 2023

**East Norfolk & Waveney Carer Involvement Meeting**- Wednesday 8th November 2023

**South Norfolk Carer Involvement Meeting**- Wednesday 15th November 2023

**Norwich/ Central Norfolk Carer Involvement Meeting**- Wednesday 29th November 2023

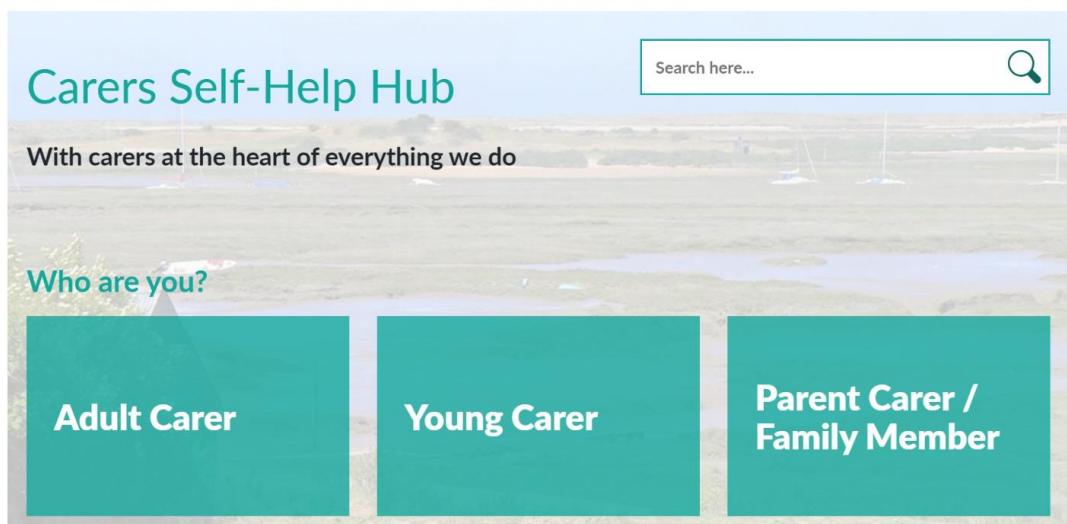
**North Norfolk Carer Involvement Meeting**- Wednesday 6th December 2023

All meetings are from **10.30am 12.30pm** and are currently taking place on **Zoom**. You should receive information about the meeting in your area but please email [info@carersvoice.org](mailto:info@carersvoice.org) if you have any questions.

## The Carers Self Help Hub

The Carers Self-Help Hub is an online platform for unpaid Carers. It brings together, in one place, online learning to support Carers to manage the practical and emotional aspects of caring, as well as their own health and wellbeing.

[Click Here](#) to visit the The Carers Self Help Hub or visit [carersselfhelphub.org.uk](http://carersselfhelphub.org.uk)



## Norfolk and Waveney Community Support

### Community Response Volunteer Service

Our volunteers can support you in your own home with lots of tasks whilst you get back on your feet:

-  Calling to check that things are OK
-  Helping with everyday tasks like picking up prescriptions, shopping tasks, or emptying bins
-  Helping you get to follow-up appointments
-  Improving your confidence to get out and about
-  If there's something else you need, just ask and we'll do our best to help!

**VOLUNTARY NORFOLK**

**To get in touch:**  
01603 972 374  
[communityresponseservice@voluntarynorfolk.org.uk](mailto:communityresponseservice@voluntarynorfolk.org.uk)



## Norfolk & Waveney COMMUNITY SUPPORT



### Short-term, practical support for

- patients being discharged from hospital on Pathway 0 to help them return to the community safely
- people in the community who need help with temporary issues to help them stay safe at home

Our team of staff and volunteers can help with:



**Pre and post  
discharge  
support**



**Well-being**



**Home and  
personal safety  
assessments**



**Support  
accessing  
services**



**Support with  
daily activities**



**Carer  
support**

### Referrals and further information:



[www.communitysupportnw.org.uk](http://www.communitysupportnw.org.uk)



01603 972 374



[referral@communitysupportnw.org.uk](mailto:referral@communitysupportnw.org.uk)

Support is short-term  
(typically 2 - 4 weeks but can be  
extended where there is a need)

We cannot accept requests for  
personal care, respite or support  
for those with complex needs.

**VOLUNTARY  
NORFOLK**  
Services

 **Norwich  
ageUK**  
Improving the  
quality of later life

In partnership with

 **BritishRedCross**



## World Stroke Day

Know the signs.  
Say it's a stroke.



Be #GreaterThan > Stroke

WORLD  
STROKE  
DAY 29TH  
OCT

### Make changes to reduce your risk of stroke

1 in 4 people will suffer a stroke in their lifetime, so this World Stroke Day we are highlighting the ways in which stroke can be prevented.

We can all take actionable steps to reduce our individual risk of stroke.

Things which increase your risk of stroke:

- High blood pressure (hypertension) is the single largest cause of stroke and is associated with half of all strokes
- Atrial fibrillation is associated with 1 in 4 strokes and can be prevented, identified and managed
- Smoking
- An inactive lifestyle
- An unbalanced diet and high cholesterol
- Diabetes, stress and depression are also linked with stroke

World Stroke Day is on 29 October and was first started in 2006 by the World Stroke Organization (WSO), with stroke being declared a public health emergency in 2010. World Stroke Day is an opportunity to raise awareness of the serious nature and high rates of stroke, talk about prevention and treatment and ensure better care and support for survivors.

In Norfolk and Waveney there are currently 25,000 stroke survivors and it is the single largest cause of complex disability. The Integrated Care Board (ICB) programme teams are currently prioritising targeted population case finding for risks factors, growing our life after stroke services and introducing the **Community Stroke Service Model** to improve prevention, treatment and help people live well with stroke.

For more information about World Stroke Day, visit the **World Stroke Organisation website**.

<https://www.world-stroke.org/world-stroke-day-campaign>

## District Direct schemes

### South Norfolk, Broadland, Breckland, Norwich City and North Norfolk

# District Direct Team

## Who we can help

Patients that live in South Norfolk, Broadland, Breckland, Norwich City and North Norfolk



## What we aim to do

The District Direct Team can help to support patients to return home by reducing barriers to discharge, decrease length of stay and avoid readmissions. Our service also provides pre-op support to prevent delays post treatment.

A referral can be completed at any point during the patient's hospital stay - the sooner the better!

The team carry out the following services:

- Advice and support with homelessness or housing issues
- Support with signposting and referrals to other services/agencies, such as Social Prescribing
- Property cleans/declutters
- Welfare and benefits
- Advice/support with pets being left in the property

- Advice/support regarding household utilities
- Furniture moves to accommodate equipment and/or downstairs living
- Arranging community pendant alarms/installation of key safes
- Accessing NAS for household essentials, such as white goods, furniture and bedding

We may be able to support in other ways too, if in doubt please get in touch so that we can consider the request or offer advice.

## Who can make a referral

A referral can be made by any professional involved in the care and support of a patient.

To make a referral contact us on:

Monday - Friday 09:00 - 17:00

01508 508750

districtdirect@

southnorfolkandbroadland.gov.uk

# Safe at Home Scheme

## District Direct in Breckland

### Who we can help

Residents/adults living within the Breckland District area.

### What we aim to do

Support residents to keep safe and well in their own home and prevent admission to hospital where possible.



The Safe at Home Team are offering support around falls prevention for over 70's. This can consist of advice or help in the home.

You can self-refer to the Welfare Team at Breckland Council to access the falls prevention service.

For further support at home, the team regularly carry out the following services:

- Advice and support with homelessness or housing issues
- Support with signposting and referrals to other services/agencies, such as Social Prescribing
- Property cleans/declutters
- Welfare and benefits
- Advice/support with pets being left in the property
- Advice/support regarding household utilities

- Furniture moves to accommodate equipment and/or downstairs living
- Arranging community pendant alarms/installation of key safes
- Accessing NAS for household essentials, such as white goods, furniture and bedding

We may be able to support in other ways too, if in doubt please get in touch so that we can consider the request or offer advice.

### Who can make a referral

A referral can be made by any professional involved in the care and support of a resident.

To make a referral contact us on:

Monday - Friday 09:00 - 17:00  
01508 508750

[districtdirectbreckland@southnorfolkandbroadland.gov.uk](mailto:districtdirectbreckland@southnorfolkandbroadland.gov.uk)

# District Direct at the NNUH Emergency Department

The ED District Direct Team are based at the NNUH and can offer a range of services and support to patients living within Norfolk, experiencing social issues.



## **Admission prevention/ avoidance**

Could your patient be discharged with support from District Direct in the community?

**THINK** - could you avoid this patient being admitted into hospital?

## **Admissions to AMU/PAU**

We also follow patients through from ED to AMU and can get a head start on addressing patient's social concerns or safeguarding issues that may have been raised by EEAS.

These could include self-neglect, hoarding and clutter scores, in turn reducing length of stay.

The team carry out the following services:

- Advice and support with homelessness or housing issues
- Support with signposting and referrals to other services/agencies, such as Social Prescribing
- Property cleans/declutters
- Welfare and benefits

- Advice/support with pets being left in the property
- Advice/support regarding household utilities
- Furniture moves to accommodate equipment and/or downstairs living
- Arranging community pendant alarms/installation of key safes
- Accessing NAS for household essentials, such as white goods, furniture and bedding

We may be able to support in other ways too, if in doubt please get in touch so that we can consider the request or offer advice.

## **Who can make a referral**

A referral can be made by any professional involved in the care and support of a patient.

To make a referral contact us on:

Monday - Friday 08:30 - 16:30

DECT x1040

districtdirected@

southnorfolkandbroadland.gov.uk



### **Be at Home - health and social care referrals**

Be At Home services are designed to help keep local people living safely in their own homes. The services aim to help facilitate early discharge from hospital; prevent falls; prevent hospital admission through undertaking fast track home adaptations and/or providing a temporary Be at Home alarm and key safe. Both services were developed by Great Yarmouth Borough Council, in partnership with the NHS Great Yarmouth and Waveney Clinical Commissioning Group and Norfolk County Council. Suffolk County Council and East Suffolk Council have now joined the partnership, enabling the projects to run until at least March 2024.

The types of works undertaken include installation of:

- grab rails and banisters
- half steps
- shallow steps and level access doors

There is also a complimentary short-term package aimed to assist in early hospital discharge or to prevent admission to hospital. The pack consists of a Be at Home alarm and a key safe. This helps to boost patient confidence when returning from hospital or following a fall or illness. The services are only available to permanent residents in the borough of Great Yarmouth and the Waveney area. There must be a clear understanding of how the recommended work helps facilitate early hospital discharge, falls prevention, reduce admissions and/or re-admissions. If you have any queries about the schemes, or to request password access to the referral system, please contact the project officer Sue Atkins on 01493 846673 or the project administrator Kerri Drew on 01493 846670 or by email to [referrals@great-yarmouth.gov.uk](mailto:referrals@great-yarmouth.gov.uk).

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

## **Scam targeting vulnerable elderly people**

Local users of the council's pendant scheme for vulnerable adults, Careline Community Service, are being targeted by other companies and fraudsters trying to take their money. They are taking advantage of the fact that users need to switch to digital technology but instead of switching them to a digital unit from the council, they are switching them to another provider – or just scamming them out of money altogether.

The council is writing to all users of the service to warn them but it is also trying to raise awareness in the community so that people who may support service users are also aware. The council has advised users of the Careline Community Service to be cautious when people call. The council will never ask for money upfront. (The service is paid for, usually through a monthly direct debit, but there is no separate charge for the box.) Members of staff will always clearly identify themselves as calling from Careline Community Service and will be in uniform, and carrying ID, when they visit to switch the unit over. Users can call the council on 01553 616200 if they have any doubts.

The digital switchover is part of a national programme to upgrade all telephone lines to digital by 2025. The council's pendant service, Careline Community Service, has approximately 3,800 users.

A word copy of the press release can be viewed here:

<https://view.officeapps.live.com/op/view.aspx?src=http%3A%2F%2Fcollateral2.vuelio.co.uk%2FRemoteStorage%2FKingslynn%2FReleases%2F5109%2FRelease.doc&wdOrigin=BOROWSELINK>



### **Reengage's Community Christmas Call companions**

As Christmas approaches, Reengage are excited to introduce Reengage's Community Christmas Call Companions, a heartwarming initiative that aims to combat loneliness and bring joy to the lives of older individuals. They are reaching out to you, valued social prescribers, referrers, charities, organisations, and businesses to help connect people 75+ with this free meaningful program.

Reengage are pairing people 75+ with caring volunteers who will engage in friendly, heartwarming phone calls throughout the month of December. These calls provide a unique opportunity for people to share stories, laughter, and the joy of the season with someone who cares. You play a crucial role in ensuring that older individuals in your care have access to the support they need during December. By referring them to Reengage's Community Christmas Call Companions, you can make a significant difference in their lives.

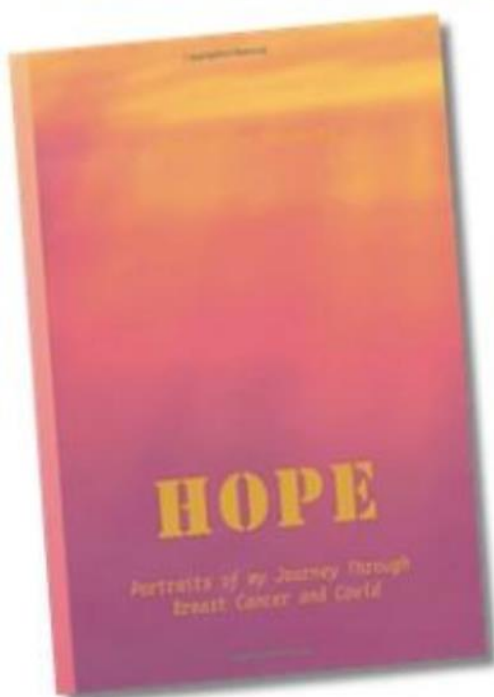
How to refer to the service-

Visit the dedicated referral page at Community Christmas call companions ([reengage.org.uk](https://www.reengage.org.uk))/ Fill out the referral form with your client's details/ The team will match your client with a dedicated Christmas Call Companion who shares their interests and preferences/ Your client will receive friendly calls, emotional support, and even some surprise gifts to brighten their holiday season.

<https://www.reengage.org.uk/join-a-group/community-christmas-call-companions/>

# HOPE

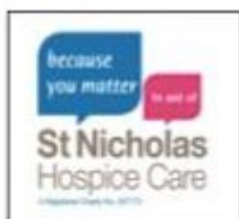
**Portraits of my Journey Through Breast Cancer and Covid**



**101 portraits of key workers by artist Chris Goddard**



**This portrait project began as therapy for myself and grew into something quite unexpected. I painted the portraits of 101 NHS and key workers through breast cancer treatment and covid, and for this book they have contributed their reflections of working through those difficult times ..... so this has now become a 'team' book, a local story of our shared journey through covid.**



***All proceeds from this book will go to St Nicholas Hospice***

Available on Amazon: ISBN-13 979-8396946071







Memories are a large part of who we are. Music helps us remember things – from motherlove to times-tables. But memories can fade – it’s a normal part of ageing and can happen with illness, accident, or dementia. A Music Mirrors is a brief life story in our own words, with sounds and music embedded to spark memories later. Not a playlist but a memory toolkit...<https://www.musicmirrors.co.uk/>



### **The Big Bike Revival**

The Big Bike Revival is all about helping everyone and anyone to begin or return to cycling through a programme of FREE activities and services, delivered by local community organisations; aiming to make cycling accessible to everyone. Cycling UK has been supporting cycling since 1878 and their development team are experts in engaging communities and encouraging more people to start cycling.

The project takes place across England and offers a programme of events delivered locally by community groups. Through fun, social, and inclusive activities they’ll help make cycling become a normal transport option and this winter, they are calling delivery partners to action to help shape the delivery of events with creative ideas, to deliver the model and add your valuable expertise to shape events of your choice. Contact your cycling development officer to discuss your events plan further.

<https://www.cyclinguk.org/bigbikerevival>



**Learn, laugh, live**

## Do Something Brilliant Today

u3a is a UK-wide collection of 1000+ charities that provide the opportunity for those no longer in work to come together and learn for fun.

Make the most of life and join more than 430,000 members exploring new ideas, skills and interests with your local u3a.

Joining your local u3a is a great way to find and develop new interests and make friends in a relaxed environment. It doesn't cost much to join a u3a near where you live, usually less than £15. Reasons to join:

- Make a difference, stay active, keep learning and have fun
- Get out to meet face to face – learning together and making the most of life
- Access to online learning, training and resources to inspire you. Members can attend learning events and talks for free
- Meet other people with similar interests: learn new things and share your skills

<https://www.u3a.org.uk/get-involved/join>

Find your local group here-

<https://www.google.com/maps/d/viewer?mid=1qI-JDz72cABBFoZXGRgixILQeX5kCtc&ll=71.53071766170991%2C-8.541461290890453&z=4>



## MHA Central Befriending

### Befriending News

Would you like to have a regular chat with other like minded people?

Do you want to speak to other people who live in the same area as you?

Do you have a particular interest and would like to chat about it?

Do you want someone to talk all things "Strictly Come Dancing" with — ready for the new series starting?

Would you like to talk to people who are in a similar situation to you — maybe you're living with a bereavement or a long term illness and would benefit from peer support?

If you would like to find out more about the MHA Central Befriending Telephone Tree please contact the team on:

Phone: 07395 370016

E-mail: [befriending@mha.org.uk](mailto:befriending@mha.org.uk)



New Service Alert  
New Service Alert  
New Service Alert  
New Service Alert

Our new



### Telephone Tree

Could be the service for you...

#### How it works

Our new Telephone Tree is a friendship building service bringing together like minded people, supported by a specially chosen volunteer.

Each "Tree" will have around 5 members who will phone each other for a chat in succession, starting and ending with the volunteer.

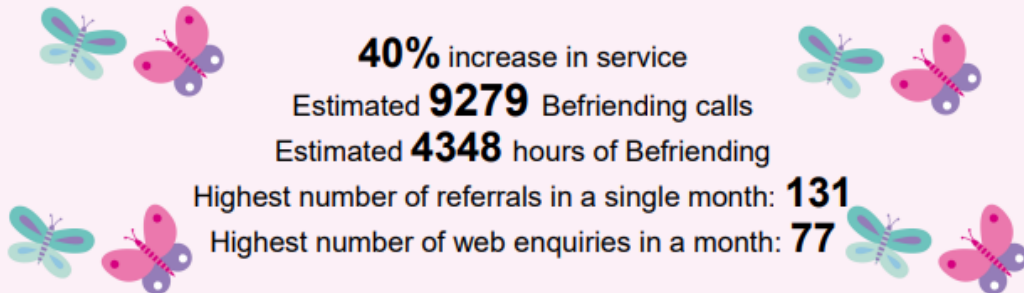
Chats are around 15 minutes, and each time the Tree comes together you will talk to 2 people, one who will phone you and one who you will phone — giving about 30 minutes of conversation.

If someone does not answer the phone or you have any other questions or issues the volunteer is on hand during the Tree to support.

## Our Services

- Telephone and/or Online Befriending:** A carefully matched volunteer contacts you at agreed intervals (usually weekly) either over the telephone or, if you prefer through an online messaging service such as Zoom.
- Check & Chat:** A shorter conversation between a volunteer and yourself to enable timely “check ins” which are normally monthly. A great choice if you are often out and about but would like a regular friendly contact.
- Telephone Tree:** A volunteer starts a conversation Tree by calling the first person for a friendly chat, after which that person calls the next person on the list. The Tree ends by the final person on the Tree calling the volunteer (see page 2 for more details).
- Write Good Friends:** Yourself and a volunteer keep in contact through writing to each other (generally through letter writing but can be through e-mail or messaging) or you can join our weekly Teams call with Angela (see page 6 for more details).
- LGBTQ+ Befriending:** We are working with the MHA Pride Network, to address the greater risk of loneliness and depression older people within the LGBTQ+ community may face.

## Our 2022/2023 in Statistics



If you would like a friendly chat about any of our services, please contact the Central Befriending team on:

Telephone: 07395 370016 or E-mail: [befriending@mha.org.uk](mailto:befriending@mha.org.uk)

Thank you to John and befriending volunteer, Ellie who recently spoke to our media team to contribute to an article showcasing our befriending service. On talking about the difference befriending has made John said:

*“The calls with Ellie have really helped me through a very difficult time in my life. The Befriending service at MHA is a wonderful initiative and something that will continue to help me and hopefully plenty of other people out there. The Befriending team encouraged me a great deal and helped to speak and I am feeling a lot better now. Ellie is an amazing person, she helped me to smile and the conversations I have with her have been a joy.”*



## **Promoting healthy ageing in older people: 5 health tips for ageing**

When it comes to ageing, there's a pervasive narrative that paints older people as being on a steady decline, with their best years behind them and the road ahead littered with health complications. But that showcases a very, very narrow point of view. In fact, older age can bring some of the most fulfilling, thriving years of a person's life — so long as that person has prioritised a few aspects of their health.

Of course, there are some conditions that can be considered “normal ageing”, like changes in vision or hearing. But there are plenty of other health complications that can be reduced or avoided entirely if you plan ahead and take appropriate preventive measures.

For example, falls are a big risk but staying physically active helps keep us strong as we age and also decreases the risk of falling. And whilst memory loss is more likely to occur as we age, keeping our minds active by reading and learning new things helps, as does staying socially active and engaged with others (<https://www.care.com/c/en-gb/loneliness-and-older-people-how-to-help-your-2/>)

Read on for the top steps that caregivers can take to help promote healthy ageing and prevent health complications in the older people under their care.

<https://www.care.com/c/en-gb/health-tips-for-ageing/>

## Project Shoebox Wayland

Each year [Project Shoebox Wayland](#) collect donations of toiletries, essentials, chocolate, sweets and small gifts. We box them in shoeboxes, wrap them in Christmas paper and distribute them to women's refuges and charities supporting families of dealing with domestic abuse in Norfolk.

R J Bartram & Son Funeralcare in Wymondham have kindly said they would host a donation point.

If you can spare anything we would be really grateful, closing date 22/11/23 🎅

A promotional poster for Project Shoebox Wayland. The background is light pink with several brown shoeboxes and pink circles of various sizes. The title 'PROJECT SHOEBOX WAYLAND' is written in large, bold, pink capital letters. Below the title, the text asks 'Can you spare a bar of soap?' and describes the project's mission. It lists examples of items that are needed, such as soap, shampoo, and baby wash.

**PROJECT SHOEBOX WAYLAND**

Can you spare a bar of soap?

Project shoebox Wayland donates shoeboxes filled with essentials and treats to women and families entering refuges or being supported by domestic abuse charities in Norfolk this Christmas.

**New or unopened** items such as:

Soap, shampoo, body wash, flannels, toothpaste, wipes, tissues, lip balm, nappies, cotton wool, baby wash, sweets, chocolates, socks, gloves, books and small gifts etc.



## Project Shoebox Wayland

24 October 2022 · 🌐



### DONATION POINTS~

From now until 22/11 8:30-3:30 M-F.  
(Excludes w/c 23/10)

\*Caston Primary school- NR17 1DD

\*Parker's Primary school- IP25 7HP

\*During normal business hours:  
[Adcocks Electrical](#) in Watton high street.

\*Tesco Watton

\*Tesco Swaffham

\*Watton Library- during manned hours only. Please check for details.

\*Watton Antiques & collectibles centre. During business hours.

\*Breckland Funeralcare,  
25 Norwich Road, Watton, IP25 6DA. during business hours.

\*R J Bartram Attleborough, 31 Hargham Road, Attleborough, NR17 2ES. During business hours.

\* R J Bartram & Son Funeralcare, 42 Fairland Street, Wymondham, NR18 0JS.  
During normal business hours.

\* R J Bartram Dereham, 17 Theatre Street, Dereham, NR19 2EW. During normal business hours.



# DONATE POINTS



## Be Santa to a Senior



We are asking for your kindness, a donation of a small gift that would be suitable for an elderly person.

We will then wrap and distribute the gifts locally to older people who have been nominated to us.

**In 2022 we donated over 400 gifts to older people in our community, who are alone and wouldn't have received a gift at Christmas.**

With the right support we can make a real difference to the lives of many elderly people in our community and make this wonderful initiative a great success again in 2023!  
You can get involved by donating a gift.

If you know an older person who you feel would benefit from a gift this Christmas or would like more information please contact Home Instead on 01603 963317 or Email [Lauren.Pashley@homeinsteadnorwich.co.uk](mailto:Lauren.Pashley@homeinsteadnorwich.co.uk)

MettaCare Ltd trading as Home Instead.  
Diamond House, Vulcan Road North, Norwich, NR6 6AQ  
Telephone: 01603 482116 Fax: 01603 788151  
[www.homeinstead.co.uk/norwich](http://www.homeinstead.co.uk/norwich)  
Each Home Instead franchise office is independently owned and operated  
Company Registration No: 7084395







### **Lions Club Message in a Bottle**

Lions Clubs Message in a Bottle is a simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge. Message in a Bottle helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication

<https://lionsclubs.co/Public/message-in-a-bottle/>



## Vulnerability Registration Service

The Vulnerability Registration Service (VRS) is a not-for-profit organisation, designed to help people who have circumstances that need to be taken into consideration by the businesses or organisations that they have contact with. There is no cost to the people who register.

<https://www.vrshhs.org/>



Our vision is that no unpaid carer is in crisis, isolated or struggling alone.

[caringtogether.org](http://caringtogether.org)



### **Helping unpaid carers know about the support available to them**

People in Norfolk who are looking after another adult are able to get support from Carers Matter Norfolk. Updated resources to make it easy for you to let people looking after someone know about the support available to them have recently been produced.

If you would like to request free posters or leaflets to make carers you are in contact with aware of the support available please visit [carersmatternorfolk.org.uk/our-work/support-for-professionals/useful-resources/](http://carersmatternorfolk.org.uk/our-work/support-for-professionals/useful-resources/)

You can also see details on the support available to unpaid carers, or make a referral at [carersmatternorfolk.org.uk/](http://carersmatternorfolk.org.uk/)

People who are looking after an adult in Norfolk can also contact Carers Matter Norfolk directly for support by visiting <https://carersmatternorfolk.org.uk/> ,calling 0800 083 1148 or emailing [info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk).



StreetLink can be used by anyone in England and Wales to send an alert about someone who is sleeping or preparing to sleep rough. Alerts are sent to outreach teams, who go out mostly at night to connect people sleeping rough to local support services. StreetLink complements existing outreach work by alerting teams to people they haven't seen before. StreetLink can only accept alerts for people who are sleeping rough or preparing to sleep rough and are over 18. If someone is under 18 years old, call 999. Please do not make an alert if the person is begging or engaging in anti-social behaviour if they are not rough sleeping.

<https://thestreetlink.org.uk/start>



**Information Commissioner's Office issues half a million pounds in new fines as fight to tackle illegal nuisance calls continues**

The Information Commissioner's Office (ICO) has issued fines totalling £590,000 to five companies for collectively making 1.9 million unwanted marketing calls which targeted the elderly and people with vulnerabilities. This latest action is part of a wider crackdown to tackle rogue companies using pressurised sales techniques to sell insurance for white goods, such as washing machines and fridges, and other household appliances, including TVs.

£1.45 million in fines have now been issued by the ICO since October 2021 to 16 companies for making illegal, unwanted marketing calls, many to people who had taken steps to block nuisance calls by registering with the Telephone Preference Service (TPS). The fines resulted from detailed investigations by the ICO, assisted by intelligence from National Trading Standards

<https://ico.org.uk/about-the-ico/media-centre/news-and-blogs/2023/09/ico-issues-half-a-million-pounds-in-new-fines-as-fight-to-tackle-illegal-nuisance-calls-continues/>



The macula is part of the retina at the back of the eye. It is only about 5mm across, but is responsible for our central vision, most of our colour vision and the fine detail of what we see. A healthy macula is about 250 microns (one quarter of a millimetre) thick.

The macula has a very high concentration of photoreceptor cells – the cells that detect light. They send signals to the brain, which interprets them as images. The rest of the retina processes our peripheral, or side vision.

The Macular Society provides free information and support to those with macular disease, along with their family and friends, to help people keep their independence.

Along with online resources, they have a team of friendly and knowledgeable professionals who can answer questions and provide information and advice about any aspect of living with macular disease. <https://www.macularsociety.org/>



The ADHD Foundation is the UK's leading neurodiversity charity, offering a strength-based, lifespan service for the 1 in 5 of us who live with ADHD, Autism, Dyslexia, DCD, Dyscalculia, OCD, Tourette's Syndrome and more. Their mission is-

To advocate for and actively improve the life chances of those living with and impacted by ADHD, Autism, dyslexia, dyspraxia (DCD), Tourette's syndrome, dyscalculia, dysgraphia, and any related physical and psychological health concerns; To create social change by working in partnership with agencies across all sectors to remove the cultural and systemic inequalities for neurodiverse people in health, education, and employment; To provide expert, multidisciplinary services in health and education, across the lifespan; To lead by example, showing that it is possible to run a truly integrated service employing best practice, innovative, value for money services for all business sectors.

[www.adhdfoundation.org.uk](http://www.adhdfoundation.org.uk)



### **DHSC Community Automated External Defibrillator (AED) Fund**

Organisations across England are being invited to bid for a share of £1 million of government funding to buy life-saving defibrillators for community spaces like town halls, local parks or post offices. The DHSC Community Automated External Defibrillator (CAED) Fund will support provision of 2000 AEDs. These will be distributed across England during

2023-2024, supporting any organisation based in England that is not eligible for the current Department of Education AED programme.

Opening date: 22 September 2023, 12:01am

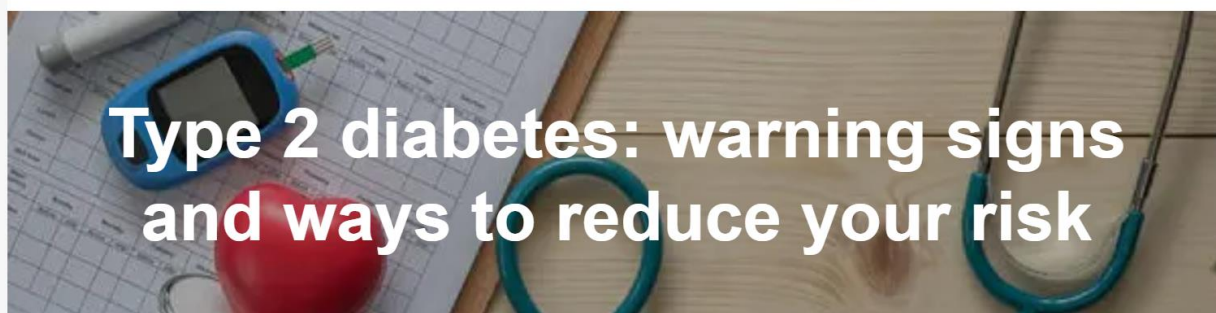
Closing date: 21 September 2024, 11:59pm

Eligible organisation's applications will be confirmed once they have completed their match funding and provided this payment to the AED providers, London Hearts.

<https://find-government-grants.service.gov.uk/grants/dhsc-community-automated-external-defibrillator-aed-fund-1>

## Diabetes

rest less 



More than 4.3 million people live with diabetes in the UK, and Diabetes UK predicts around 850,000 people are yet to be diagnosed. While this can sound scary, it's important to remember that diabetes is usually very manageable. We look at what type 2 diabetes is, as well as what you can do to prevent, manage and even reverse its development.

<https://restless.co.uk/health/healthy-body/type-2-diabetes-what-are-the-warning-signs-and-how-can-i-reduce-my-risk/>



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### **Warm Home Discount and more**

On the link below are some ideas about ways that you may be able to save money on keeping warm, if you have a disability, are elderly, and receive certain benefits, and/or have a low income-

- Warm Home Discount Scheme
- Affordable Warmth Obligation
- Grants from your Local Council
- Top money saving tips

<https://www.independentliving.co.uk/advice/warm-home-discount/?omhide=true>

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### **Newsletter**

- Audit of digital health info
- RECES explained
- The State of Care
- To snooze or not to snooze?
- Fun at Kidz to Adultz North
- Childhood obesity rates

<https://preview.mailerlite.com/b5i1e8x5b9>



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For those of you who attended the last NOPSP meeting in Norwich, you will recall our speaker Dr Guy Peryer, who talked about Compassionate Communities. Please see below the death literacy survey Guy has launched and please do complete it if you can. I did and it only takes a matter of minutes and will help towards getting the right services to people.

From Guy Peryer-

I have launched a **Death Literacy survey** - it's a standardised list of questions used globally. It takes about ten minute, it's anonymous, and you receive a personalised score at the end. Please follow this link to complete it and it would be highly appreciated if you could send it to as many people in your family and work circles. This is a big part in helping plan activities in Norfolk and Waveney-

[https://ueapsych.eu.qualtrics.com/jfe/form/SV\\_eESYQOu0PRi9uZw](https://ueapsych.eu.qualtrics.com/jfe/form/SV_eESYQOu0PRi9uZw)



### **Friends Cafe**

Perfect for an early meeting with friends, a mid-week treat, or a leisurely start to the weekend, this café is a welcoming and spacious place for anyone to relax and enjoy beautiful gardens. Open 7 days a week, between 9:00am and 5:00pm, serving a range of freshly made meals, cakes, drinks, and snacks. Located in the Priscilla Bacon Hospice,



the café also has a peaceful outside space for people to enjoy in warm weather. It is open to the general public, as well as staff, volunteers, patients, and their families. It provides a great space to meet, along with a friendly welcome from the team.

By supporting this café, you will also be helping to raise funds for the Priscilla Bacon Hospice Charity, enabling support to those in palliative care and their loved ones.

<https://www.priscillabaconhospice.org.uk/cafe/>

### **Age UK Norwich- Age Friendly Communities**



Age UK Norwich

2 October at 19:00 · 🌐



Our CEO, Dan Skipper, was on Radio Norfolk yesterday, talking about how to make communities more Age Friendly. If you missed it and would like to listen, you can visit the BBC Sounds website. Skip 2 hours, 19 minutes in to hear Dan chatting about what we need to do to make Norwich and Norfolk a better place to grow older. Click here to listen

<https://www.bbc.co.uk/sounds/play/p0gdk1lv>



**agefriendly**  
*Norwich*



**“A constant struggle”: the older people having to decide between whether to wash with cold water or eat dinner**

A new report from Independent Age lays bare the often-hidden experiences of how pensioners facing financial hardship are being impacted by increasingly high household costs, across water, energy, broadband, and Council Tax. Yet many know nothing about the financial support they could be entitled to from their utility companies or local authority, and their health and lives are suffering as a result. Independent Age has developed a series of policy recommendations which they hope the Government and other stakeholders will act on to reduce the pressure on pensioners on a low income. What needs to change? You can download the report

here: [https://www.independentage.org/sites/default/files/2023-09/Household\\_costs\\_report\\_2023\\_Independent\\_Age.pdf](https://www.independentage.org/sites/default/files/2023-09/Household_costs_report_2023_Independent_Age.pdf)

<https://theageactionalliance.org/2023/09/28/a-constant-struggle-the-older-people-having-to-decide-between-whether-to-wash-with-cold-water-or-eat-dinner/>

**5.8m aged 65+ either unable to use the internet easily or aren't online at all**

Alarming new analysis carried out by Age UK reveals that almost half (46%) of over-65s in the UK are unable to complete all eight of the most fundamental tasks required to use the internet safely and successfully. The comparable figures for people aged 65 to 74, and for those aged 75 & over, are 30% and 69% respectively. The Charity says this shows that the headlong rush towards 'digital by default' is excluding millions of older people from being able to access and use the essential public services they need – including some for which they are the target audience and principal users. The findings are released on the day that Age UK launches a new campaign, #OfflineandOverlooked, designed to persuade the Government to ensure that everyone is able to choose to access and use public services offline – by phone, letter or face to face as appropriate – rather than constantly

being forced down a digital route. This would end the discrimination against millions of older people who are not online or digitally savvy, that means many currently struggle to do routine things like make a medical appointment, order a blue badge for their car or pay to park it.

<https://theageactionalliance.org/2023/09/19/5-8m-aged-65-either-unable-to-use-the-internet-easily-or-arent-online-at-all/>

# INSIDE HOUSING

## **Harnessing technology to improve the ageing population's quality of life**

Pursuing a long, healthy life has long been a national priority. The statistics, however, have been less than promising, with the number of healthy years Scottish people can expect to live consistently declining since 2017. In fact, healthy life expectancy – the age to which you can expect to live without any serious health impairments – has now dropped lower than it was between 2009 and 2011. For women, it's 61.1 years and for men, it's 60.4. These figures provide a stark reminder of the need for innovative approaches to really make a difference in the quality of life of our ageing population, and technology is emerging as a pivotal solution.

Prevention and early intervention are key to addressing a number of issues the social housing sector faces. From understaffing concerns to a lack of funding and access to services, technology can not only support residents, but help those working in the sector to provide high-quality care. Technology and digital services can take centre stage, empowering individuals to take control of their health. It can also identify those at risk of health crises, enabling the timely deployment of preventative support. The evidence is clear: when older people embrace technology, be it through monitoring apps for vital signs,

virtual physio exercises, or video calls with loved ones, their health deterioration can be slowed, and the pressure on statutory services can be reduced.

<https://www.insidehousing.co.uk/comment/harnessing-technology-to-improve-the-ageing-populations-quality-of-life-83205>

### **Portable pill remover**



Easy to use, this portable pill taker allows you to take your pills anywhere, anytime. They can be easily removed from the packaging and swallowed with water. It is designed for pills smaller than 0.8"/2cm in size. It streamlines pill management. Quickly dispense pills with a push of a button, then safely store them in the built-in box. Ensure easy access and avoid spills/misplacement wherever you go and easy to stay on top of your pill schedule effortlessly with this lightweight and portable pill taker. Never miss a dose again, whether at home, traveling, or on-the-go. Simply slip it into your bag or pocket and take control of your health. These are available from online stores such as Amazon and Ebay. Just search 'Portable pill taker'; they cost in the region of £3-4. You can also purchase a similar item from The Range or ask your local chemist/ pharmacist for advice.



### **BT Group teams up with Susie Dent to tackle online jargon for older people**

BT Group has created a Digital Dictionary with lexicographer Susie Dent, after finding one in six older people feel “baffled” by digital terms. 11% of respondents think a foreign language would be easier to learn than online jargon.

The Digital Dictionary is available at [www.bt.com/seniorskills](http://www.bt.com/seniorskills)

<https://newsroom.bt.com/bt-group-teams-up-with-susie-dent-to-tackle-online-jargon-for-older-people/>



### **Public backs installing CCTV in UK care homes**

According to a recent poll, 71% are in favour of the government making indoor CCTV cameras mandatory in all care homes across the country. Seven in ten (69%) would be more likely to choose a care home with CCTV in communal areas, but 51% took it a step further, saying they would also want cameras in resident bedrooms.

<https://www.carehomeprofessional.com/poll-backs-installing-cctv-in-care-homes-across-the-country/>



### **Diabetes UK- Lifestyle changes could prevent almost 75% of dementia cases**

Nearly three-quarters of dementia cases could be halted if people made simple lifestyle changes, a research study in Nature Human Behaviour claims.

Out of 210 factors that can trigger dementia, 62 of these causes if changed could prevent the development of the memory loss condition, experts have said.

<https://www.diabetes.co.uk/news/2023/oct/lifestyle-changes-could-prevent-almost-75-of-dementia-cases.html>



### **UK facing an 80% increase of seniors by 2028**

The demographic split of the UK's population is skewing increasingly older, with the Office of National Statistics (ONS) predicting that there will be almost 20 million people living in the country aged 65 years and over by 2028 – an increase of 80% from today's 11 million. This naturally will alter the face of the UK's care industry, placing even more strain and pressure on the already stretched system, where 1.5 million people already don't get the care they need. <https://www.homecareinsight.co.uk/uk-facing-an-80-increase-of-seniors-by-2028/>



## **NHS campaign to improve understanding of urinary tract infections**

A campaign to improve awareness and understanding of urinary tract infections (UTIs) has been launched by the NHS. The campaign, being run by NHS England and UK Health Security Agency (UKHSA), is designed to remind people, especially those aged over 65 of the steps they can take to reduce their risk of getting a harmful infection. It has been prompted by data suggesting there have been more than 800,000 admissions to hospitals across the country because of UTIs over the past five years

(<https://digital.nhs.uk/supplementary-information/2023/hospital-admissions-relating-to-urinary-tract-infections>)

With the NHS heading into what is likely to be a challenging winter, especially with cases and hospitalisations of both flu and Covid rising again, the health service is keen to ease pressures where it can (<https://www.gov.uk/government/news/ukhsa-winter-briefing>)

<https://www.personneltoday.com/hr/nhs-campaign-to-improve-understanding-of-urinary-tract-infections/>

# The Hippocratic Post

BLOGGING ON THE WORLD'S MEDICAL STORIES

## **Technology solutions to keep older people safe and independent**

Older people are often desperate for both independence and connection. 'Aging in place' – enabling someone to remain in their own home, as well as ensuring they feel connected and social, often requires considerable additional arrangements. The world of technology

has delivered a range of inspired and practical gadgets. Many can assist us when caring for elderly friends and relatives. This can help us to meet their growing medical and emotional needs.

Statistics predict by the time we turn eighty, one in five in the developed world will have dementia. One in four will have lost their eyesight and four out of five will have hearing difficulties. Luckily, there is an increasing wealth of gadgetry specifically designed for older people and adapted to be user-friendly. Including for those with failing sight, reduced dexterity, memory and mobility and hearing loss.

<https://www.hippocraticpost.com/ageing/technology-solutions-to-keep-older-people-safe-and-independent/>

For a referral to the Assistive Technology department for Norfolk, please see the below-

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/staying-independent-at-home/assistive-technology>



# Spotlight on Great Yarmouth Pleasure Beach

## GREAT YARMOUTH PLEASURE BEACH

A few steps from the drabness of the South Denes industrial area is the brightly coloured amusement park known as the Pleasure Beach. Great Yarmouth started to grow as a holiday resort at the end of the 18<sup>th</sup> century, mostly for a rich elite escaping from crowded and dirty towns and cities. The railway reached the town in 1844, starting to make the resort accessible to working class folk from the industrial revolution of the Midlands. By 1906 Yarmouth had two piers, theatres and a cinema, parks and the Iron and glass Winter Gardens, moved from its original site in Torquay.



Then, in 1909, C.B. Cochran, later to become the famous impresario associated with Harry Houdini and Oscar Wilde, leased a piece of land above the south beach to create an amusement park. At first, a scenic railway was the only attraction but a big wheel was added in 1911. W.W.1 closed the park until 1919. During that year the wooden structure was badly damaged by fire and was replaced three years later with a giant water chute. In 1929 the current scenic railway was moved by its German

builders from the Paris Colonial Exhibition. The thrilling ride on this historic, Grade II listed roller coaster is, like its predecessor, a wooden structure. A mile long, it reaches a height of 70 feet. It travels at up to 45 mph and can carry up to 2,500 passengers on a three minute ride every hour. After the initial electric lift, the ride is controlled by gravity and a brakeman in each train.



The roller coaster probably remains the main attraction at the Pleasure Beach but over the years it has been joined by 24 other rides and attractions, from the famous Gallopers, made in 1901 by Savages of Kings Lynn, and the traditional Dodgems and Waltzer, to more sedate rides like Snails and Fairy Tales.

Heading back to the Wellington Pier and the Winter Gardens, the Pleasure Beach Gardens and the famous Merivale Model Village offer more fun, entertainment and colour. We hope the historic Pleasure Beach will continue to adapt and attract visitors to Great Yarmouth in this digital and virtual reality world.

Kind regards

Janine, Partnership Coordinator, Norfolk Older People's Strategic Partnership (NOPSP)



**Norfolk Older People's  
Strategic Partnership**  
(NOPSP)

**Email:** nospb@aol.co.uk

**Tel:** 07963 304015

[www.norfolkolderpeoplespartnership.co.uk](http://www.norfolkolderpeoplespartnership.co.uk)

Have you seen our Facebook page?

<https://www.facebook.com/profile.php?id=100091329240994>

**We do our best to ensure the accuracy, reliability and availability of the information contained in this newsletter but cannot be held responsible for this or for the views expressed.**

### **UK General Data Protection Regulations (UK GDPR)**

This came into force on 1 January 2021 and is the UK version of the GDPR legislation that was brought in during 2018 to replace the Data Protection Act 1998.

Your contact details are held to send you information from the NOPSP. Data may include your name, address, email address, contact telephone number, name and address of your organisation and any job title. None of your data is shared with a third party except for the claims and payment of expenses. Please advise if you do not want your details to be held by the NOPSP. **For any enquiries please email: nospb@aol.co.uk or ring 07963 304015 and leave a message**



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