



YOUR VOICE IN NORFOLK NEWSLETTER

of
Norfolk Older People's Strategic
Partnership (NOPSP)

September 2024 - Edition 61

Word from the Chair

The beginning of autumn has brought some beautiful weather, warm enough to enjoy the outdoors, but not so hot that we need to take shelter in the middle of the day. Let's enjoy it while it lasts.

Last month I wrote about the announcement of a "raw and honest" investigation into the issues facing the health service which will deliver "the hard truths" with nothing held back, and the publication of a highly critical interim report on the Care Quality Commission after significant failings were found in its effectiveness. I concluded: "There are signs for hope but given the depth of the problems the reforms are going to take time. In the meantime, we need to monitor what is happening to ensure that the changes do not cause unintended harm, and that we continue to have a voice in what happens."

Building partnerships across the county and Integrated Care Board (ICB) areas is a vital important factor in getting the voices of older people heard but with six health and wellbeing partnerships (HWPBs) which are linked to the district councils (Broadland and South Norfolk essentially work as one) and five Place boards which relate to the ICB. We

have contacted most of these groups now but maintaining all these contacts requires a lot of work.

After a period of confusing messages, there are signs of progress. I was invited to a meeting of the Broadland and South Norfolk HWP a few weeks ago. It was attended by a mix of representatives from the statutory, voluntary and community sectors. Although their priorities do not specifically include older people, many of their projects, such as preventing falls, affect them directly. One of the interesting aspects of the meeting was the number of people around the room taking actively part in the discussions and the high level of co-operation they demonstrated.

However, to make the Partnership work we now need to involve more people across the county, both to work with our partners and, more importantly, to go out into the community and talk to older people. If you know anybody who you think may be interested in helping please put them in touch with us. We're always happy to talk.

Best wishes

Mary Ledgard
NOPSP Chair (Interim)

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East Norfolk

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- Merchants Place - Relax and Unwind Knitting

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Norfolk and National

- NCAN Partnership Meeting
- Empowering Communities - VSCE Leadership Network
- Citizen's Advice - Labour's Budget: A Living Standards Turning Point?
- Alzheimer's Society - Norfolk and Suffolk Dementia Conference
- Acevo – Race Equity Series
- Centre of Ageing Better - Event: Building Effective Local Home Improvement Services: Good Home Hubs
- The NCSP (Norfolk Community Safety Partnership) Hate Crime Awareness Week Conference

Norwich

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North

- PositiviTea Event
- North Norfolk Referrers Network Invitation

West Norfolk

- Community Action Norfolk (CAN) - Social Media Training

Spotlight on Salhouse

Norfolk Older People's Strategic Partnership (NOPSP) meeting

Thursday 12th September 2024

School room, Diamond Centre, School Lane, Sprowston, Norwich,
NR7 8TR

Open to the public

Agenda

0930am Tea and coffee on arrival

1000am Welcome and housekeeping

Topic- Loneliness and Isolation

1015am Talk from Rebekah Bensley-Mills, Lily Coordinator, Lily

1100am Comfort break

1115am Talks from Denise Troughton, Age Friendly Norwich Campaign
and Policy Lead, Age UK Norwich, and Joe Siggins, Strategy Team, Norwich
City Council

1200pm Comfort break

1215pm TBC

1230pm Update on NOPSP's work and 'Living Longer, Living Well'.

1300pm Close and sandwich lunch

**RSVP to nospb@aol.co.uk to confirm attendance – please include any
special requirements**

Health

and care

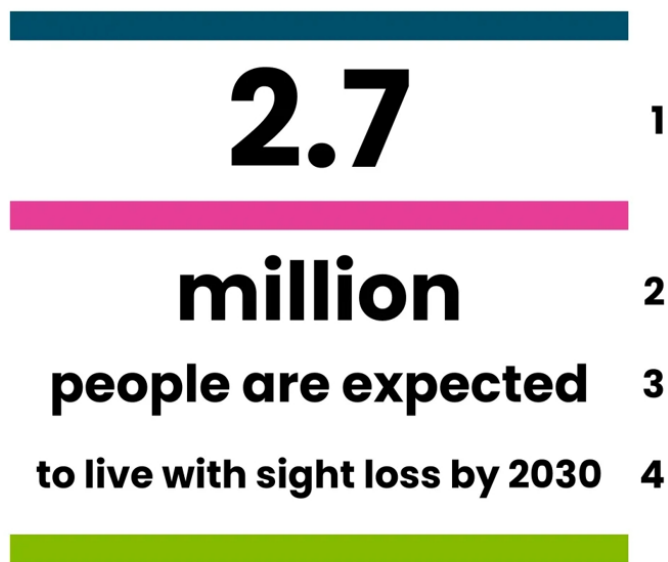


Have Your Say

Are you happy with the eye care you're receiving? Is healthy vision something you take for granted?

With over 600,000 people waiting for specialist NHS eye care, we know that getting the care you need isn't always simple.

We want to hear from you. Take a few minutes to share your feedback with us today.



Have your experiences of using healthcare services ever been impacted by past traumatic experiences?

healthwatch

If you've experienced trauma in the past, we want to know if this still affects the care you receive today



Have Your Say here -

<https://www.healthwatch.co.uk/have-your-say>

Are you or someone close to you living with a terminal illness?

Share your experience and help shape future care in the East of England.



IN PARTNERSHIP

NHS
England
East of England


**Marie
Curie**

Everyone deserves the best experience possible at the end of life, with access to high quality care and support when and where they need it most.

On behalf of those responsible for shaping palliative and end of life care, NHS East of England and Marie Curie are conducting a survey to understand the experiences of people in the East of England.

Take part to share your experience and help ensure a better end of life for all.

Whatever your experience of terminal illness and end of life care, take part to share your views

We'd like to hear from people in the East of England who:

- are living with a terminal illness
- are supporting a friend or family member who's living with a terminal illness
- volunteer to help support people living with a terminal illness, and those close to them
- are health and social care professionals
- have been bereaved in the last two years.

Complete the survey online now

Scan the code or visit

bit.ly/eastofengland



For more information

Visit **mariecurie.org.uk/east-of-england-survey** to read more and download the Survey Participant Information Sheet.

Need support?

If you need help completing the survey, prefer a paper version, or would like guidance over the telephone – including in different languages, send an email to **eastofenglandinfo@mariecurie.org.uk** or call our East of England Hub on **0121 752 9305**.

Marie Curie charity reg no. 207994 (England & Wales), SC038731 (Scotland) M1193a

Survey closes on Monday 30th September 2024

How to find trusted health information on social media

Social media is a great way to find health information. But there are risks when using and sharing content. Use these top tips to find and share trusted content.

6 in 10 social media users have seen untrue or misleading health information¹.



PIF ⋮

Look beyond likes
Look beyond big numbers. You should not trust posts just because a social media channel has lots of likes or followers.

👍 💬 ↶ ↷


PIF ⋮

Fact checks
Check how the social media channel deals with fake or misleading information. Does it flag suspicious content?

👍 💬 ↶ ↷

PIF ⋮

Look for trust marks
Look for trust marks. See if content has the PIF TICK or is on the YouTube Health Shelf.



👍 💬 ↶ ↷

PIF ⋮

Look for trusted channels
Use channels from trusted sources like the NHS and health charities.



👍 💬 ↶ ↷

PIF ⋮

Who shared this?
Think about who sent you the link. Just because a friend has shared something does not mean it is true. Do they have a bias?

👍 💬 ↶ ↷

Think before you share

- How does this make me feel?
- Why am I sharing this?
- How do I know it is true?
- Where did it come from?
- Is it trying to sell me something?

1 in 10 have taken action on health advice that turned out to be wrong.



For more advice check out our False Health Information and Finding Trusted Health Information posters.

Created: May 2024. Review date: May 2026.

¹<https://onlinedoctor.superdrug.com/social-media-misinformation.html>



NHS CARE
Volunteer Responders



Given the current climate and unrest in some communities across England, the NHS wanted to remind you of the support available through Volunteer Responders. Volunteers are on standby and ready to provide telephone support. If you are currently supporting someone you think may need a friendly chat and a listening ear, refer them today.

<https://www.goodsamapp.org/NHSreferral?>

<https://nhsresponders.co.uk/cr/AQj3IRIQh4BtGKLT4KoB0XTsn5tJOusvPG2KhGCT5KmYMnlzwVd3I5ooPOgceNE>

Information

and advice

Norfolk and National



Norfolk

County Council

Changes to Charging Policy from 4 November 2024

On Monday 5 August 2024 Cabinet agreed to the following changes to Norfolk County Councils charging policies:

1. To apply the working age Minimum Income Guarantee (MIG) as set by the Department of Health & Social Care (DHSC).
2. Charging Self-funding services users for both residential and non-residential care a fee for setting up and managing their care contract.

When working out how much a person must contribute towards the cost of their non-residential care, the government states that a person must be left with a minimum amount of income per week to pay for their weekly living costs, such as food, clothing etc. This is the MIG. The MIG rates are set by DHSC and there are various amounts that can be applied depending on the person's age. Up until now NCC has allowed a higher rate of MIG for working aged people, however, due to the current financial pressures and demand on services NCC has had to review the amount of MIG allowed for those aged 18-pension age.

From the 4 November 2024 the working age MIG will reduce to £183.25 for all people aged 18 – pension age in receipt of a non-residential services. The estimated increase of

the assessed contribution for working aged people will be between £2.50 - £20 per week. Norfolk County Council will be writing to all working aged people or their representative, who receive non-residential care, to confirm the decision from the Cabinet meeting.

If you receive calls from concerned service users, financial representative or family member, depending on the query please could you direct them to the following teams for information and advice: Financial assessment query or would like a reassessment –

Call the Assessment Team 01603 222133 option 2 or email fab@norfolk.gov.uk

DP payment amount – call the DPCST Team on 01603 223392 option 1 or email dpsct@norfolk.gov.uk

If the person is worried about their finances and would like support with budgeting, claiming extra disability related expenditure or require support to find debt advice please contact the Client Hardship Team. You can either complete the online form here –

<https://www.norfolk.gov.uk/article/41970/How-to-get-help-from-the-Client-Hardship-Service>

or you can email chs@norfolk.gov.uk

If the person has concerns about their benefits or require assistance to claim benefits, appeals or tribunals then please contact the Welfare Rights Team. You can call on 01603 222285 or email welfarerights@norfolk.gov.uk.

If the person wants to request a reassessment of their care needs, they can contact Adult Social Services on 0344 800 8020 or contact their allocated Social Care Practitioner if they have one.

Where NCC sets up and contracts a care service for people assessed as self-funding (capital or assets above £23,250) from 4 November 2024 they will be charged a setup fee for each service and an ongoing weekly management fee. Those with current services as of 4 November 2024 will only be charged the ongoing weekly management fee. The charges will be included on the 4 weekly invoice they receive for their care. A setup fee will be applied for any new services set up for people assessed as self-funding after 4 November 2024, along with the ongoing weekly management fee. This will include any new services for current clients.

<https://www.norfolk.gov.uk/article/41796/Will-I-have-to-pay-for-my-care>

Library and Community Strategy Survey

Norfolk County Council are in the process of developing two new strategies.

The first is the Library Strategy. This sets out the direction and priorities for the library service, for a number of years. It's the public statement about what they do and where they are going. The last one was written in 2020 and a lot has happened since then. It's due to come to an end in 2025 and that is why they need a new one, to set out the stall for the next 5-10 years.

The second is the Community Strategy. This aims to support resilient communities by leveraging the strengths and resources available within them.

To help develop the strategies, Norfolk County Council would value your input and would appreciate it if you could spare sometime to look and respond to the below survey.

The survey is here <https://forms.office.com/Pages/ResponsePage.aspx?id=fhcZFOBXD0-v8P1htUnRDq3ukwa2iWpOoycnWk6eg2RUMVhFVFYwVEg5M1BVUTZONUZGMUhbMVl5WCQIQCN0PWcu>

The deadline is Friday 27th September.

Stay Focused. Stay Safe. Improve Your Driving Skills.

Calling all Norfolk drivers!

With more than 1 in 3 traffic collisions in Norfolk being caused by distracted drivers our new Stay Focused campaign provides a free guidance toolkit encouraging individuals and businesses to develop safer driving habits. The tool kit includes a series of free road safety tools to improve driver focus:

- Online driver training programme with Drive iQ with free access to the following modules: distracted driving, driving on autopilot and fatigue.
- A stay focused podcast to help train your brain to keep focused when driving
- An interactive driver quiz to assess how distracted you are as a driver

- Tips and guidance to make you a safer more focused driver

<https://www.norfolk.gov.uk/article/60166/Stay-Focused?>



'Love Your Market Town' Grants Offered to Boost Visitor Numbers

Local councils are calling for new ideas to boost footfall in Norfolk towns, following a successful pilot last year. The 'Love Your Market Town' fund is offering grants of up to £2,000 to groups and businesses in Breckland and West Norfolk who want to increase visitors to their area. The scheme is supported by Norfolk County Council, Breckland Council and the Borough Council of King's Lynn & West Norfolk.

<https://www.norfolk.gov.uk/article/61164/Love-Your-Market-Town-grants-offered-to-boost-visitor-numbers>

Have Your Say on Sustainable Transport Improvements on Holt Road

Plans to improve the A140 Holt Road in Norwich are open for consultation, with the aim of improving sustainable transport routes and facilities in the area. The project focuses on the section of Holt Road between Amsterdam Way and the roundabout with the Broadland Northway (A1270) and looks to extend one of Norwich's cycle-friendly routes, known as the Yellow Pedalway.

The proposals include better facilities for those walking, wheeling (using wheelchairs or pushchairs) and cycling and increasing the number of bus stops for people using public transport. The plans also propose to improve safety for all road users by reducing vehicle speeds on the route.

<https://www.norfolk.gov.uk/article/61251/Have-your-say-on-sustainable-transport-improvements-on-Holt-Road>

Work to Begin on New Norfolk and Norwich University Hospital Roundabout

Improvements are due to be made on the main Norfolk & Norwich University Hospital roundabout through an upcoming developer-led scheme. Work on the £1 million-plus scheme is scheduled to start on Monday 9 September and will last for around six months. The work will see improved pedestrian and cycle access to the hospital and nearby research park, alongside the installation of a new Toucan crossing.

<https://www.norfolk.gov.uk/article/61673/Work-to-begin-on-new-Norfolk--Norwich-University-Hospital-roundabout>

Consumer Scam Alerts

Flyers offering roofing work

Trading Standards are warning residents to be on their guard after receiving reports of flyers being hand delivered offering roofing work. Most recently these flyers have been distributed in the NR2 area of Norwich. The flyer (see below) claims to be from 'New Norfolk Roofs & Gutters Ltd' and states an office address in Norwich. Following checks, they can confirm this limited company name **does not exist** on Companies House records and the address given has no connection with this business and has been used without the permission of the property's owner.

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WWW. www.new-norfolk-roofs-and-gutters.co.uk

Office: 01603 **Freephone:** 0800
Email:
Office: Cavell House, Stannard Place Norfolk NR3 1YE

Doorstep Cold Callers in the Dereham area

Trading Standards are warning residents to be on their guard after receiving reports of doorstep cold callers in the Dereham area offering 'home improvements' work. Advice is to never deal with doorstep cold callers which includes:

- Never allowing a cold caller access to your property or gardens
- Never agreeing to further visits from them or other people
- Never agreeing to have work done on or around your property if approached in this way no matter what claims or 'special offers' are made to try and persuade you

'Copycat' websites

Trading Standards are reminding Norfolk residents to continue to be aware of 'copycat' websites when looking to access official sites to apply or make payments for services online. Copycat websites are those which offer services from Government Departments or Local Government but are not the official site and charge an additional fee over the genuine cost, even where the official application fee is free, for their 'assistance'.

Many of these companies are legitimate and it's not against the law for a company to offer a service similar to an official body. People often get confused because the copycat sites can be unclear whether they're an official service or not. When you are looking to apply for this type of service online always remember:

- All official sites can be reached by searching on www.gov.uk.
- Use this link rather than using an online search engine
- Make sure you know who you are dealing with, take time to read the information on the website to ensure that you're using the official service
- If you do use a search engine don't just pick the first result on the page

You can report scams to the Citizens Advice consumer helpline, <https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/> by calling 0808 223 1133 (freephone), or you can report a scam to Action Fraud, the UK national fraud office using their <https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime> or by calling 0300 123 2040.

https://www.norfolk.gov.uk/43618?utm_campaign=232513_Consumer

The logo for 'Which?' is displayed in a large, bold, black font against a light blue background. The word 'Which' is followed by a question mark. The bottom bar of the question mark is a solid red color.

QR Codes Are Still Being Hijacked For Subscription Traps and Scams

Have you spotted a recurring payment to a company you've never heard of? You're not alone, as subscription traps - often linked to dodgy QR codes - are one of the most commonly reported complaints to the Which? scam sharer tool. People find they've been charged for subscriptions they didn't sign up for after trying to download apps on their phones, or scan QR codes in restaurants, pubs, shops, bus stops, stations and car parks. Others notice payments to brands they don't recognise, but don't know where these companies got their card details from.

<https://www.which.co.uk/news/article/gr-codes-are-still-being-hijacked-to-set-subscription-traps-and-scams-alyxt1h5FrBD>

Beware of Fake Amazon Calls and Emails

Amazon has issued a warning about dodgy calls and emails targeting shoppers. The online retailer says the most common scams currently circulating refer to Amazon Prime memberships, including messages claiming the recipient's membership has expired. Read on to find out about the latest Amazon impersonation scams and how to spot them.

<https://www.which.co.uk/news/article/beware-of-fake-amazon-calls-and-emails-a62P54X1Vf5J>

**CATCH THE
BUS
MONTH**
**GET ON BOARD
SEPTEMBER 2024**



Whether you're planning a one-off event, a week-long campaign, or you want to help spread the word online, get in touch and get on board!



bususers.org/catchthebusmonth
catchthebus@bususers.org
0300 111 0001

The Partner Pack is full of ideas, resources, free-to-use graphics and a CTBM (Catch The Bus Month) video -

<https://bususers.org/partner-pack-2024/>



Case Study

I wanted to include this as it ties in so well with the next NOPSP meeting topic- Loneliness and Isolation. Some of you will know Audrey and she certainly motivates me through her positive attitude. Thank you Audrey for allowing me to share this. Janine

'Audrey came to Age UK Norwich to beat loneliness and isolation through our Clubs & Trips, from there she was supported by our Health Coaches, as well as the Information & Advice team to receive a full range of services to help her live well for longer.'

<https://www.youtube.com/watch?v=ZKlo1hqMISQ&t=103s>

<https://www.ageuk.org.uk/norwich/our-services/>

Funding to Reduce Social Isolation

Age UK Norwich is thrilled to announce it has received funding from the Norfolk Community Foundation to tackle social isolation within the Lakenham area. This initiative specifically targets individuals from the LGBTIQ+ community, young people, women, and widows/widowers. The project aims to provide engaging social opportunities through six planned group trips, culminating in a festive Christmas special outing. These trips offer a chance for participants to connect with others, share experiences, and build new friendships within a supportive environment.

<https://www.ageuk.org.uk/norwich/about-us/news/2024/age-uk-norwich-receives-funding-to-reduce-social-isolation-in-lakenham>

The logo for Norfolk Community Law Service features a solid teal vertical bar on the left side. To the right of the bar, the word "NORFOLK" is written in a teal, sans-serif font. Below "NORFOLK", the words "COMMUNITY", "LAW", and "SERVICE" are stacked vertically in a large, bold, black, sans-serif font.

NORFOLK COMMUNITY LAW SERVICE

Norfolk Community Law Service (NCLS)

Norfolk Community Law Service (NCLS) is a charity providing access to justice and equality in Norfolk through free, independent and confidential legal advice to those who can't afford it (not means tested based on trust). They specialise in social welfare law doing whatever it takes to support clients around –

- [Debt](https://www.ncls.co.uk/debt-advice/) - advice to anyone struggling to pay money that they owe including complex cases <https://www.ncls.co.uk/debt-advice/>
- [Welfare Benefits Advice & Advocacy](https://www.ncls.co.uk/welfare-benefits-advice-advocay/) for those needing help with a appeal and/or a tribunal hearing including representation (in 23/24 appealed £3.2m wrongly denied benefits, wining 78% of cases) <https://www.ncls.co.uk/welfare-benefits-advice-advocay/>
- [Family Court Support](https://www.ncls.co.uk/family-court-support-service/) for those who have a dispute over contact with their children. McKenzie Friends are NCLS volunteers that can support clients <https://www.ncls.co.uk/family-court-support-service/>
- [Domestic Abuse Advice](https://www.ncls.co.uk/domestic-abuse-advice/) - 64% increase in people coming to NCLS who are domestic abuse victims <https://www.ncls.co.uk/domestic-abuse-advice/>
- [Immigration Advice](#) - helped 800 people in last 12 months, mainly migrants as opposed to refugees and asylum seekers. More and more people with complex

issues and being denied UK residency alongside reduction in advice services

<https://www.ncls.co.uk/migrant-worker-advice/>

- [Legal Advice](#) appointments (15 minutes) for general civil law, employment, discrimination, housing and family matters (e.g. divorce, separation and pets, child custody) providing initial free legal advice from volunteer solicitors and barristers

<https://www.ncls.co.uk/free-legal-advice-service/>

NCLS has 36 staff (mix of full & part time) with newly appointed outreach worker, 170 volunteers, around 70 solicitor volunteers, 30-40 community volunteers, and 50 students a year from University of East Anglia for work experience and to assist with casework. for professionals and service users. NCAN also campaigns for the advice sector.

<https://www.ncls.co.uk/>



Veterans' Foundation (VF) Grants

The Veterans' Foundation (VF) provides grants to eligible organisations that aid serving and former members of the armed forces community, operational qualified seafarers, and their immediate families. The trustees will consider a range of factors including the projects or items being funded, the number of beneficiaries, the importance of the grant to the applicant organisation, the efficiency of the organisation and the needs of the beneficiaries. Please ensure that you read the grant guidance relevant to the funding

programme you select before applying for a grant from the Veterans' Foundation. The guidance and application form differs for each of the funding programmes.

You will need to complete the eligibility quiz before you can access the grant application form. This is of particular importance to organisations who have previously received a grant as they have updated the eligibility criteria. By answering yes to each of the components, you can identify if your organisation is eligible to apply for a grant award. Exceptions to these rules may be agreed but this needs consultation with VF Grants Team.

Application deadline dates and information on when you will be advised of the outcome of your application, can be found on the VF website. There are usually four funding rounds per year. Late applications cannot be accepted, though in exceptional circumstances, we may accept non-routine grant applications. Please send an e-mail to - grants@veteransfoundation.org.uk outlining your request and advising what the exceptional and urgent circumstances are.

All registered charities and other not-for-profit organisations (as per the eligibility checker) that support our beneficiaries mentioned earlier may apply.

<https://www.veteransfoundation.org.uk/apply-for-a-grant/>



Royal Association for Deaf people

Advocacy services

RAD provides Advocacy services for deaf and hard of hearing people



- Community Advocacy
- Health Complaints
- Independent Care Act Advocacy (ICAA)
- Independent Mental Capacity Advocacy (IMCA)
- Independent Mental Health Advocacy (IMHA)
- Mental Health pathway support and referrals
- Relevant Person Representative
- Statutory and Non-Statutory Advocacy

An advocate can help people to:

- Represent their views, decisions and wishes
- Make sure they know their rights
- Look at their options/choices
- Help them to feel in control and empowered
- Access and understand information by translating written English into BSL
- Make sure reasonable adjustments are made

Our advocates are deaf themselves or fluent in British Sign Language (BSL).

Find out more:
advocacy@royaldeaf.org.uk

Scan me



@royaldeaf @royal_deaf @royaldeaf www.royaldeaf.org.uk

Registered Charity No. 1081949 | Company registered in England No. 3973353 | Patron: His Majesty King Charles III | Founded 1841

THE DEAF HEALTH CHARITY SIGNHEALTH

SignHealth is the Deaf Health Charity and one of the services is to provide domestic abuse support for Deaf victims/survivors who experience domestic abuse and sexual violence.

They have a team of Independent Domestic Violence Advocates (IDVAs), Independent Domestic Sexual Violence Advisors (IDSVAs), Domestic Abuse Navigators (DANs), and Community Engagement Workers. Most of the team are deaf and can use British Sign Language. They can also support deaf people whose first language is not BSL. They can offer support remotely or face to face (check regarding locations to see if they can deliver support face to face).

SignHealth also have a team of Young People's Violence Advisors. They visit Deaf schools or mainstream schools to provide educational workshops and 1-1 support for young Deaf people. They also support Deaf families living in London. Experts by experience, the team can communicate directly with clients, quickly establishing trust and rapport. They do have lots of BSL accessible resources on the website to give Deaf people fair access to the same information as their hearing peers. Watch the videos here:

<https://signhealth.org.uk/video-category/domestic-abuse/> i.e. Sexting, Consent, HBV, FGM and many more.

They can also offer training/workshops for mainstream providers – workshops such as Domestic Abuse in the Deaf Community is a detailed look into why domestic abuse in the deaf community and why many deaf people are not asking for support from services. They can also

investigate giving you some tips on Deaf Awareness to ensure your service is accessible. This training is FREE. Their workshop, Domestic Abuse in the Deaf Community will cover:

- Experiences and fears of the Deaf Community with professionals
- How to support Deaf people who are experiencing domestic abuse.
- Information about the Deaf community, resources, and support
- Information about our service and how we can support you.

SignHealth Domestic Abuse Service

Text: 07800 003421 (text only)

Email: da@signhealth.org.uk

Website: <https://signhealth.org.uk/with-deaf-people/domestic-abuse/>

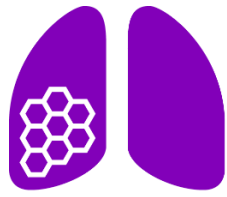


Local Carer Involvement Meetings 2024

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 if you have any questions.

Quarter 3

Meeting	Date
West Carer Involvement Meeting	Wednesday 4 th September
East/Waveney Carer Involvement Meeting	Wednesday 11 th September
South Carer Involvement Meeting	Wednesday 18 th September
Norwich/Central Carer Involvement Meeting	Wednesday 25 th September
North Carer Involvement Meeting	Wednesday 2 nd October



Action for Pulmonary Fibrosis



Don't Face Pulmonary Fibrosis Alone

Pulmonary fibrosis (lung scarring) describes a group of interstitial lung diseases where the lungs become progressively stiffer and smaller, eventually leading to low oxygen levels in the blood. Pulmonary fibrosis (PF) affects around 70,000 people in the UK. Treatment depends on the types and causes of pulmonary fibrosis. While treatment may slow the progression of the lung scarring, as yet there is no cure for PF.

Action for Pulmonary Fibrosis (APF) was formed in 2013 by a small and ambitious group of patients and carers, two leading Interstitial Lung Disease (ILD) doctors and a registered nurse. The result is a charity which puts people living with PF and their families at the heart of everything they do. Their aim is to stop lives being lost to pulmonary fibrosis and to help people living with PF to live well for longer. They provide information to people

affected by PF and health care professionals, raise awareness, campaign to improve services and support and fund groundbreaking research. Their support service includes:

Access to a range of digital and printed information resources and webinars, including a new resource pack for people recently diagnosed with PF.

- **Support line** - Open Monday to Friday 9am to 5pm on **01223 785725**. Email: supportline@actionpf.org . The team including a respiratory nurse can answer your queries and direct you to information and support.
- **Befriending service** - The trained volunteers have lived experience of PF. Via regular or one-off phone calls they can provide a listening ear when you need it and signpost to information and services.
- Signposting to **independent PF Support groups** across the UK, both online and in-person. The hard work of support groups means that communities of people affected by PF have a safe space to find reassurance, friendship and information. Most support groups welcome carers, friends and family at their meetings.
- APF also runs two monthly **online support groups** specifically for carers, friends and family and one for anyone who has had or is waiting for a lung transplant.

Find out more about their research, campaigns and support services -

Website: www.actionpf.org **Email:** support@actionpf.org **Call:** 01733 839642

Interested in volunteering or fundraising to fuel the mission? Email: info@actionpf.org

How can referrals be made to this service?

Our service is here to support people for as long as they need us, as many times as they need us. For more information, please do not hesitate to get in touch



By telephone on **01603 763556**



By email to **norfolk@alzheimers.org.uk**



Via our online portal **alzheimers.org.uk/refer** (for health and social care professionals only)

The telephone line is open 9am to 5pm Monday to Friday with an answerphone outside these times.

Alzheimer's Society National Support line is **0333 150 3456** and available 9am to 8pm Monday to Wednesday, 9am to 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.



Norfolk and Suffolk
NHS Foundation Trust



Alzheimer's Society is a registered charity in England and Wales (296645) and the Isle of Man (1128)
A company limited by guarantee, registered in England and Wales (2115499) and the Isle of Man (5730F)
Registered office: 43-44 Crutched Friars, London EC3N 2AE.

Dementia Support Service Norfolk and Waveney



**Alzheimer's
Society**



99%

of people who use our service feel they can contact us when they need to.

Our service is for people living with dementia, their carers and family members, as well as anyone who is worried about their memory or waiting for a memory assessment.

Our aim is to provide anyone referred to the service with the level of specialist support that is right for them. We are here to listen and learn about a person's situation, assess what their needs are, and help them identify what they would like to achieve.

Face to face, over the phone, or in writing, our service will:

- Ensure you have a greater understanding of dementia and identify how we can support you with any immediate needs or concerns you may have.
- Provide advice, information and support to enable you to make informed choices and decisions, better manage changes, and avoid crisis situations.
- Help you identify and consider ways to improve your own health and wellbeing, enabling you to remain as independent and active for as long as possible.
- Provide intensive support to carers and families of people diagnosed with dementia, who are having to deal with complex clinical needs.
- Provide practical guidance on how to plan for the future and encouragement to tackle those difficult and sensitive conversations concerning end of life.



NORFOLK AUTISM PARTNERSHIP

Launch of the Norfolk All Age Autism Strategy 2024 to 2029

The refreshed strategy sets out six priorities that autistic people in Norfolk have said are important and is available on the Norfolk Autism Partnership's website:

www.norfolkautismpartnership.org.uk/the-norfolk-all-age-autism-strategy/

The Board is now working with partner organisations to develop the year one plan. This will set out the actions partner organisations will take towards achieving the six priorities in the first year. Please support the partnership by promoting and raising awareness of the strategy through sharing via your networks and social media. On behalf of the Norfolk Autism Partnership Board, they thank everyone who contributed and supported the development of the strategy.

SCOPE = Equality for disabled people

Disability Energy Support

SCOPE offer free energy and water advice to disabled people, helping them to manage their energy and water needs. The service is open to any disabled person or households where 1 or more disabled people live, and those households are in England or Wales. Their expert advisers can support you through a wide range of topics related to your energy and water needs.

You will get a telephone appointment with an energy adviser that will last up to 45 minutes. During this appointment you will get information and advice specific to your needs. To get the most out of your appointment, please try to give your adviser as much detail as possible.

If our adviser believes you could be entitled to further benefits or need advice on managing debt not related to energy. They will point you to other services that can help you.

<https://www.scope.org.uk/disability-energy-support>

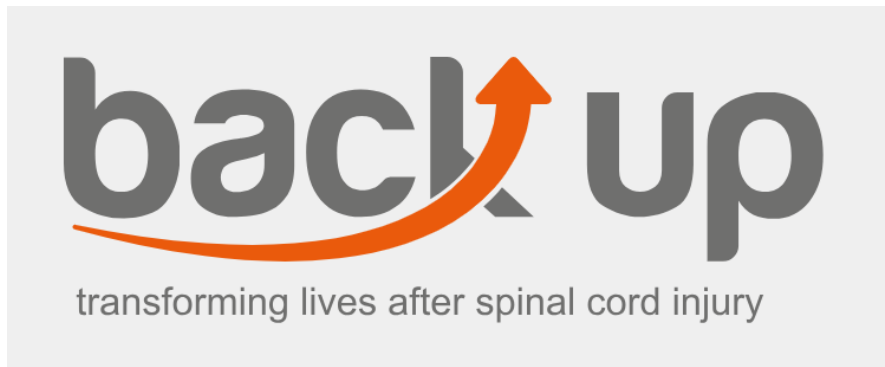


Get support

Kidney Care UK has been helping people affected by kidney disease for over 45 years. Their direct patient services are free of charge and provide support to thousands of patients and their families every year. They know that life can be hard when you're coping with a long-term condition like CKD, and it can affect your ability to work and to live life to the full. Their grants are intended to help you with essentials or to help improve your overall quality of life.

At Kidney Care UK, they understand the challenges you face when you're living with chronic kidney disease (CKD). Their Patient Support & Advocacy team are here to help. Their free online Benefits Calculator is easy to use and will help you understand what benefits you may be entitled to. They also offer a PIP Helper, or you can speak to one of the Money & Energy Advisers for support.

<https://kidneycareuk.org/get-support/>



Back Up inspire people affected by spinal cord injury to get the most out of life. For over 30 years, they've helped people and their families to rebuild their independence after a devastating spinal cord injury. A spinal cord injury changes your life in an instant. The Back Up Connect service connects you to someone who understands. It can affect every area of your life from your bladder, bowel and sexual function to your career and relationships. Leaving hospital and adjusting to life with a spinal cord injury can be overwhelming. That's why they developed 'Back Up Connect' – a new service that connects you quickly, on a one-off basis, to someone who has also experienced a spinal cord injury and can appreciate what you're going through.

The Back Up Connectors are trained volunteers who all have a spinal cord injury with the following areas of experience:

Living with an incomplete injury

Living with a complete injury

Living with high-level tetraplegia

If you want a one-off conversation with someone in a similar situation, need a question answered by someone who understands or want to know which Back Up service is right for you, register for Back Up Connect today. This is an opportunity to speak to someone either over the phone or via online message about any number of topics related to spinal cord injury. Please be aware that Connectors are not medical professionals. Back Up Connect is a fast-track way of speaking to a peer with no waiting list or having to create a profile –

<https://www.backuptrust.org.uk/support-for-you/back-up-connect>



**independent
LIVING**

**PROVIDING FREE
INFORMATION AND ADVICE
SINCE 1999**

Latest news includes articles on –

- Sunshine benefits may outweigh risks
- Annual review of complaints
- New alert watch from Pivotell
- Every Body Moves
- New DFG content from CASCAIDr
- Update on Scottish PAWHP

<https://preview.mailerlite.com/e8w2a7t8r1>



**FORGET
ME NOT
CHORUS**

Helping People, Families and Care Homes

Through in-person and online sessions in community, care home and hospital settings, alongside a library of free pre-recorded singing sessions, a team of professional musicians reaches thousands of people a week. Those who benefit are of all ages and include those with young-onset dementia and Alzheimer's, their families, and those who care for them.

Bring singing into your care home, quickly and easily, by streaming a pre-recorded singing session from a free YouTube library. Once you've registered, they'll give you a login name and password, for you to access the sessions whenever you need them.

If you can't stream a session easily, then that's no problem: simply ask them to send you a download link.

<https://www.forgetmenotchorus.com/care-homes/>



Updates From The Chatty Café Scheme

The Chatty Café Scheme are delighted to share that The National Lottery Community Fund has awarded funding for a two-year project to help grow the number of volunteer-hosted Chatter & Natter tables in hospitality venues nationwide.

This funding will help meet the demand for services which continues to grow every day, allowing them to continue to help people feel less lonely and connect communities through people meeting at Chatter & Natter tables. They are very grateful to The National Lottery players and to The Community Fund for their support. To read the full press release, click here - <https://thechattycafescheme.co.uk/2024/07/25/the-national-lottery-community-fund-has-awarded-the-chatty-cafe-scheme-funding-over-two-years-to-help-grow-the-number-of-volunteer-hosted-chatter-natter-tables-in-hospitality-venues-nationw/>

They are hoping to encourage more local people to find their nearest Chatter & Natter

table and to host a table to help get a group going. A Chatty Cafe Volunteer (Jess) has written a blog on why she volunteers, highlighting some of the benefits to volunteering.

Please click on the link below and hopefully it might encourage you to give it a try! <https://thechattycafescheme.co.uk/2024/08/05/why-i-volunteers-to-host-a-chatter-natter-table-by-jessica-mayne-hosts-at-tea-hive-cafe-manchester/>



Independent Age

Telephone Information Groups for Over 65's

Socialise with your peers and learn from subject experts in telephone Good to Know groups. There are many ways you can learn about things affecting people aged over 65 – the Good to Know groups are free, expert and designed to give older people what they need to know. You can think of these groups as a cup of tea and a chat at a community centre, but over the phone in the comfort of your own home. 200 older people have joined so far. So far, they've heard from specialists from organisations like Deafblind UK, AbilityNet and Later Life Training.

Do you know someone who might be interested? Download or order a printed copy of the free leaflet to tell people about the Good to Know groups. Alongside the telephone groups, they also run webinar sessions. The webinars, led by a trained advisor, offer a deep dive into information guides and provide the opportunity to ask questions. They are suitable for those over 65, family, friends, carers or anyone supporting an older person.

Call the Helpline on 0800 319 6789 or email telephone.services@independentage.org

<https://www.independentage.org/get-support/telephone-groups/good-to-know-groups>

Independent Age Responds to the End of Winter Fuel Payment for Those not in Receipt of Pension Credit

Morgan Vine, Head of Policy and Influencing at Independent Age, said:

“The decision to end the Winter Fuel Payment for those not receiving Pension Credit risks driving hundreds of thousands of older people into further financial hardship. We welcome the Chancellor’s intention to tackle the low uptake of Pension Credit, however means testing the Winter Fuel Payment now will mean too many older people will fall through the cracks and not get the vital financial support they desperately need, especially when household bills like energy are still extremely high....’

To read more, see the below link -

<https://www.independentage.org/news-media/press-releases/independent-age-responds-to-end-of-winter-fuel-payment-for-those-not>



Norfolk Anti-Poverty Alliance believe Norfolk can be a place where everybody thrives.

But right now, too many are going without enough food to eat, heat for homes or even a roof over their heads. They are building up debts just from paying day to day bills. Money worries take a toll on physical and mental health. At the same time, disabled people and those with ill-health are pushed further into financial struggles.

The Norfolk Anti-Poverty Alliance is a movement of organisations and individuals who want to create a future where all of us can thrive.

<https://ncan.co.uk/norfolk-anti-poverty-alliance/>

Empowering Communities

Connect • Collaborate • Champion



Tell us what support your organisation needs



Empowering
Communities
Connect • Collaborate • Champion

**VOLUNTARY
NORFOLK**
VCSE Support

Deadline extended to 23rd September 2024

<https://www.smartsurvey.co.uk/s/ECPN2024/>



Vegan Towns

Do you want to see better, or new vegan food served in your local area? Improving vegan options will not only make life easier for you but will also help others along the journey to go vegan, as well as non-vegans looking for delicious food options.

Whether you're a business looking for support or a customer looking to encourage local businesses to improve their options, they have updated and created new resources to support you. Using the form below, you can request a FREE pack to be sent to your chosen address!

<https://www.vegansociety.com/get-involved/campaigns/vegan-go/vegan-towns>



The Curve- Free Digital Skills Training for the Third Sector

The Curve is a series of free, 90-minute workshops for third sector organisations. These online workshops aim to build knowledge around best digital practices, raise awareness of digital tools and ultimately help increase impact with digital. Workshops are open to anyone working or volunteering with a third sector organisation in the UK. The online workshops, run by leading experts, give attendees the chance to learn from the best and ask their big questions during the live sessions. If you have any questions relating to The Curve, please contact Jenn at jennifer@thirdsectorlab.co.uk <https://thirdsectorlab.co.uk/training/>



Progress Made on Reducing Veterans' Unclaimed Pensions!

Last year's campaign launched by the Forces Pension Society and supported by the Office for Veterans' Affairs working with the MoD, has begun to show tangible results. The latest AFPS Annual Report published in July, reveals a reduction in the number of Veterans' unclaimed pensions. This year's report records 14,797 unclaimed pensions (17,139 in 2023), a 14% improvement.

However, it remains a cause for great concern that there are still almost 15,000 pension benefits that remain unclaimed and thousands of entitled Veterans could be missing out. These are the details:

- Anyone serving after April 1975, now aged 60 or over, could have an Armed Forces Pension if they served for two years or more.
- The pension is not paid automatically, and Veterans must apply to Veterans UK using AFPS Form 8 or call 0800 085 3600 for information.

The Forces Pension Society is an independent, not-for-profit organisation that serves as a watchdog for the whole military community. If you would like to know more about their work and how they can help you make the most of your personal pension worth, visit www.forcespensionsociety.org

Please share this information with anyone you support who may be able to make a claim.



Why is The Winter Fuel Payment So Important?

It may well be the start of the summer holidays, but at Age UK, the work continues all year round and never stops. As a national charity with a high profile, they have many responsibilities. They have to be honest about how they can best speak truth to power. Ensuring older people's voices are heard. As charities they are not party political, but that doesn't mean they don't campaign, or seek to represent the views of older people to the Government and opposition parties.

<https://www.ageuk.org.uk/discover/2024/august/why-is-the-winter-fuel-payment-so-important/>



Carers Say Tech is Crucial for People with Dementia but They Need Digital Skills Support

New research from telecommunications company BT Group <https://www.bt.com/about> has highlighted how technology can play a crucial role in aiding dementia patients - yet many carers don't have the skills to benefit.

The findings from BT Group, show two-thirds (66%) of people who care for someone with dementia believe technology can enhance the quality of life of those living with the condition.¹

1. Research from an Opinion poll of 500 adults who provide care for someone with dementia, carried out on behalf of BT Group in June 2024.

This includes using smartphones for reminders and alarms, managing medication, playing music to calm agitation and keeping connected to friends and family.

However, 40% of carers are unsure how to use technology in their caregiving routines, and 52% feel there isn't enough training to help them use tech in caring for their loved ones.

<https://abilitynet.org.uk/news-blogs/carers-say-tech-crucial-people-dementia-they-need-digital-skills-support>

Guide Dogs and Tech Innovations

Guide dogs are remarkable dogs and provide essential support, fostering independence and enhancing the quality of life for their handlers. While the bond and assistance provided by these canine companions are irreplaceable, recent technological advancements are further augmenting their support capabilities. In this blog, AbilityNet will explore the cutting-edge technologies enhancing the abilities of assistance dogs, showcasing the incredible synergy between traditional support and modern innovation.

<https://abilitynet.org.uk/news-blogs/guide-dogs-and-tech-innovations-celebrating-international-assistance-dog-week>



The Missing 250,000 Homes: Campaigners Count The Cost of Two Years of Inaction on Minimum Accessibility Standards

Two years on from the previous government's announcement to take forward higher minimum accessibility standards which then failed to progress, the Centre for Ageing Better has calculated just 82,000 accessible and adaptable homes have been built since. A quarter of a million more people could now be living in accessible and adaptable homes if legislation requiring higher minimum standards in new build homes had been delivered as promised, new analysis from the Centre for Ageing Better reveals.

<https://ageing-better.org.uk/news/missing-250000-homes-campaigners-count-cost-two-years-inaction-minimum-accessibility-standards>

THE ACCESS TO JUSTICE FOUNDATION



‘The Value of Justice for All’ - report highlights financial savings

A new report suggests that the Treasury could save up to £12 billion over the next ten years by investing in the provision of specialist free legal advice - every £1 invested saves £2.71. Published by the Access to Justice Foundation and supported by [the Bar Council](#), the report highlights additional long-term benefits, including fewer people in insecure housing, improved health and wellbeing, reduced reliance on benefits, and diverting people from courts and tribunals. The report and press release can be accessed on the Foundation’s website [here](#).

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

<https://atjf.org.uk/the-value-of-justice-for-all>

South



We are delighted to welcome the Citizens Advice Bureau to the Wymondham Abbey Hall where they are now running a regular Monday morning session.

So if you're living in [#wymondham](#) and you need advice or support on anything - from debt, benefits, and employment to relationship problems, bereavement and legal issues - come and speak to the CAB trained advisers.

Wymondham Abbey Hall

<https://maps.app.goo.gl/wxQT9XHbWyePdxzy8>

Mondays, 10am - 1pm


Advice is free, impartial and confidential for everyone!

**Norfolk Citizens Advice are at
Wymondham Abbey Hall**

Speak to one of
our advisers:
**Mondays
10am - 1pm**

Whatever your problem, we can
help you find a way forward.

www.ncab.org.uk

 Norfolk

East

Support from DIAL

Foodbank Outreach

DIAL have been out and about in the local food banks recently, advising people about the help & support we can offer.

Pathways Cafe/ Food Bank:

Mon: 11:15am - 1pm
Wed: 11:45 - 1:15
Thu: 10:15 - 12
Fri: 11:30 - 1pm

St Mary Magdalene Church:

Mon: 9:30 - 11:30am
Tue: 11:30 - 1:30pm
Wed: 9:30 - 11:30am
Fri: 9:30 - 11:30am



UC and turning State Pension age

Where a single person on UC turns State Pension age, or a younger member of a Mixed Age Couple on UC turns State Pension age, then their UC should stop.

Special rules allow their UC to continue to the end of the Assessment period in which this change happens.

Universal Credit continuing in payment – and the claimant not realising they need to claim Pension Credit / Housing Benefit instead - will not only mean that the claimant is losing out on the higher premiums in Pension Credit and Housing Benefit, but they may also see a gap in benefit entitlement and they will likely have to repay the overpaid UC.

Claimants should:

- If they have already turned State Pension age and are still getting UC, go on their UC account and request it be closed as soon as possible.
- If they are approaching State Pension age, then make a note on their journal highlighting this to their work coach.
- If they have been overpaid UC - request the WP use their discretion not to recover it.





Breathing Space

Breathing space is a government scheme which is designed to give you time to receive debt advice and find a solution to sort out your debt problems. There are two kinds of breathing space.

1. Standard breathing space is where most creditors will have to stop collection and enforcement of your debts for sixty days. Creditors (people or firms that you owe money to will have to freeze interest and charges on any eligible debts for the sixty days. Once you are in breathing space, all creditors who have been included will be told and they must stop any collection or enforcement activity. They cannot contact you.
2. Mental health crisis breathing space can provide extra protection for people who are receiving mental health crisis treatment.

Our service is always free. If you have any questions or need advice, call DIAL on 01493 856900



SHELTERED HOUSING SCHEMES



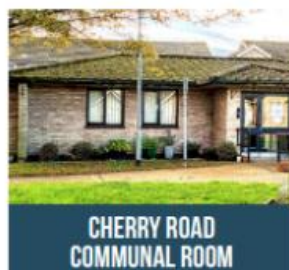
The Council provides a Sheltered Housing service for approximately 950 homes to support independent living in local communities. To enhance this provision 16 communal rooms are located throughout the Borough. Tenancy Support Officer (Ellie) promotes residents usage of the rooms and facilities a range of activities. These are either delivered by tenants or organisations wanting to promote their areas of work and expertise.

For further information regarding the Communal Rooms please contact Ellie via email on eleanor.knowles@great-yarmouth.gov.uk or by phone on **01493 846179**.



**CHARTER CLOSE
COMMUNAL ROOM**

Charter Close
Gorleston
Great Yarmouth
Norfolk
NR31 7LD



**CHERRY ROAD
COMMUNAL ROOM**

Cherry Road/Genista Green
Gorleston
Great Yarmouth
Norfolk
NR31 8EF



**CROWNHALL GREEN
COMMUNAL ROOM**

Crownhall Green
Gorleston
Great Yarmouth
Norfolk
NR31 7DZ



**DA'VOLLS
COMMUNAL ROOM**

DaVolls Court
Gorleston
Great Yarmouth
Norfolk
NR31 6NH



**ECCLESTONE CLOSE
COMMUNAL ROOM**

Ecclestone Close
Gorleston
Great Yarmouth
Norfolk
NR31 8RG



**FRANKSTONE COMMUNAL
ROOM**

Frank Stone Court
Dickens Avenue,
Great Yarmouth
Norfolk
NR30 3AS



**GRENVILLE PLACE
COMMUNAL ROOM**

Grenville Place
Great Yarmouth
Norfolk
NR30 4BL



**GROVE CLOSE
COMMUNAL ROOM**

Grove Close
Martham
Great Yarmouth
Norfolk
NR29 4PP



**HAWKINS
COMMUNAL ROOM**

Hawkins Close
Great Yarmouth
Norfolk
NR30 4AY



**MANOR CLOSE
COMMUNAL ROOM**

Manor Close
Gorleston
Great Yarmouth
Norfolk
NR31 OPX



**NELSON COURT
COMMUNAL ROOM**

Nelson Court
Caister
Great Yarmouth
Norfolk
NR30 5DZ



**SEAWAKE CLOSE
COMMUNAL ROOM**

Seawake
Gorleston
Great Yarmouth
Norfolk
NR31 7DR



**ST MARYS
COMMUNAL ROOM**

St Mary's Close
Hemsby
Great Yarmouth
Norfolk
NR29 4LL



**THE CLOSE
COMMUNAL ROOM**

The Close
Bradwell
Great Yarmouth
Norfolk
NR31 8DR



**WHERRY WAY
COMMUNAL ROOM**

Wherry Way
Great Yarmouth
Norfolk
NR30 4DG



West

Council Tax Support consultation - Kings Lynn & West Norfolk

Although Kings Lynn and West Norfolk borough council is not proposing any changes to its council tax support scheme, it is consulting as part of a annual review. The council says that the scheme was made more generous in 2024/25 and proposes that this continue: "We recognise that households are still experiencing cost of living pressures and we want people to have certainty about the support they will receive towards their council tax bill". The consultation ends on **15th September**. Further information about the scheme and a link to the survey [here](https://www.west-norfolk.gov.uk/ctsconsultation).

<https://www.west-norfolk.gov.uk/ctsconsultation>



Pandora Project

Pandora Project

Pandora Project is a charity which supports women and children affected by domestic abuse (current or historic) in West Norfolk and North Norfolk (western side) for up to a year, or longer if necessary. They offer free, confidential, and non-judgmental advice, support, and information. Their specialist team offer weekly one to one sessions to women living with domestic abuse and who have left abusers needing support to recover.

They can offer clients grants for furniture when moving into a property without anything, and sometimes for advance rent payments or rent arrears. They provide housing and debt advice (one day a week). After one to one support clients can access group programmes and counselling.

- Open The Box is a free 10-week recovery programme helping women in Norfolk to understand the abuse they have suffered and recover from the trauma, after they have left an abusive partner. It looks at breaking the cycle of abuse by exploring what makes a relationship abusive and increases confidence and self-esteem through knowledge and learning.

<https://www.pandoraproject.org.uk/group-programmes/>

- Safe accommodation is available for female and male victims fleeing domestic abuse, and their children, with intensive specialist support. Two properties in West Norfolk in the community with CCTV and extra security (one has a panic room).

<https://www.pandoraproject.org.uk/safe-accommodation/>

- Escape the Trap (Teenage Relationship Abuse Programme) is aimed at 13-25yr olds supports them to learn about the dynamics of grooming, coercion, power and control at a much earlier stage in their experience of intimate relationships. The programme can be delivered in youth settings and services, in groups or 1:1, by trained, experienced facilitators.

<https://escapethetrap.co.uk/programme/>

- Sanctuary Scheme (BCKLWN) can prevent homelessness by helping victim-survivors of domestic abuse in West Norfolk that are no longer living with the perpetrator to feel safer in their home, where their choice and safe to do so. Free security measures are installed for people in housing association properties, private tenants (landlord permission required for rented accommodation), and owner occupiers (sole owner, tenant or able to exclude perpetrator through legal means).

https://www.west-norfolk.gov.uk/info/20128/community_safety_and_crime/1095/sanctuary_scheme

- Grow Together is a six-week course for adults to learn about how abuse has affected their children.

There is a waiting list but they triage and prioritise those high risk and/or living with the perpetrator. They run a confidential live chat service Monday to Friday (1-3pm) and have a contact form for those concerned about their relationship and professionals needing advice. <https://www.pandoraproject.org.uk/forms/>

Their King's Lynn Women's Centre provides information, advice, and support every Thursday (10am to 4pm) <https://www.pandoraproject.org.uk/womens-centre/>

There is a freephone 24-hour national domestic abuse helpline on 0808 2000 247. <https://www.nationaldahelpline.org.uk/>



West Norfolk Disability Information Service (WNDiS)

West Norfolk Disability Information Service (WNDiS) offers free advice and support on anything to do with disability (mental or physical), from transport to housing and employment/education. They primarily support people in West Norfolk, but are not very strict on this, and support includes -

- Checking people are getting the right welfare benefits,
- Advice and support around Personal Independence Payments (PIP) applications and other disability welfare benefits such as blue badges and disability bus passes (including automatic renewals),
- Advocacy around Universal Credit, PIP, Limited Capability for Work, Disability Living Allowance, and SEND decisions and appeals, including tribunal paperwork

and representation to overturn wrong decisions. 81.5% tribunal success rate for Nov 2022 to Nov 2023.

- Information on grants, equipment (such as disabled toilet keys), and accessible holidays,
- Signposting to other organisations/services such as Purfleet Pantry, Client Hardship Service (formerly Norfolk Assistance Scheme), BCKLWN Household Support Fund, and Lighthouse Club (construction industry charity).

<https://www.purfleettrust.org.uk/purfleet-pantry/>

<https://www.norfolk.gov.uk/article/41957/What-the-Client-Hardship-Service-is>

https://www.west-norfolk.gov.uk/info/20007/people_and_communities/990/dwp_household_support_fund

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

- Lobbying for improvements to services for disabled people and campaigning on local and national issues alongside organisations such as Equal Lives.

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

Their office hours are 9:30am to 5pm, Monday to Thursday. When referring clients include as much information as possible or contact us to see whether we can help.

Contact WNDiS

14 Tuesday Market Pl, King's Lynn PE30 1JN

01553 782558

wndis.office@gmail.com



King's Lynn Debt Centre

Christians Against Poverty (CAP), a national charity, facilitates the King's Lynn Debt Centre which offers free support to those over 18 (anyone self-employed is signposted to Money Advice Trust). Currently restricted to those with a PE30, PE31 or PE32 postcode however they will soon be recruiting another Debt Coach which will enable support to be offered in other parts of West Norfolk.

<https://capuk.org/>

<https://capuk.org/get-help/help-with-money-and-debt?step-two=show&find=debt-centre&postcode=PE30+1RU>

<https://moneyadvicetrust.org/>

Referrers, and those self-referring, need to contact CAP New Enquiries Team on 0800 328 0006 who will arrange an initial appointment between the client and King's Lynn Debt Coach at home or in a community location, such as Steam House Cafe or REST. Hanseatic Union can provide interpreters if needed. The Debt Coach runs a monthly drop-in at the Job Centre on third Monday.

<https://steamhousecafes.co.uk/kings-lynn/>

<https://www.norfolkandwaveneymind.org.uk/rest-kings-lynn>

Casework is based on a three-appointment system however often a lot more appointments depending on clients' needs. These are assessment / offer, then financial information / paperwork which is sent to CAP Debt Solutions Team who create routes out of debt (bankruptcy, debt relief order, repayment plan etc), budget advice and a financial statement. The Debt Coach presents this to the client, staying with them until they are debt-free. Clients can receive emergency aid such as three grocery shops during their journey out of debt, as well as utility and phone top-ups.

Volunteers provide befriending or support clients with appointments, shopping, gardening, and removing excessive household waste. Short budgeting courses are offered through CAP Money Coach at Downham Market who can do these in King's Lynn if there is enough interest. <https://www.etsernitydownham.co.uk/capmoney>

CAP has a benefits calculator, information on how to improve your financial situation and practical information, as well as bitesize video sessions.

<https://capuk.org/money-and-debt-advice>



Norfolk Citizens Advice

Norfolk Citizens Advice offer free, confidential, and impartial advice on a broad range of issues like benefits, housing, and employment.

Yorkshire Building Society host an adviser in its King's Lynn branch one day a week. Open to the public three days a week in King's Lynn for limited advice and appointments on Monday, Tuesday and Thursday from 10am to 2pm.

[Money & Debt Team](#) - At Love Downham Shop (Downham Market) on a Friday between 10am and 2pm, appointment only but if not fully booked happy to take walk-in's. Advisors attend King's Lynn and Downham Market Foodbanks –

<https://www.ncab.org.uk/money-and-debt>

[Volunteer Advisers](#) - train local people to tackle any and all modern-day problems that a client might be facing - <https://www.ncab.org.uk/volunteer-advisers>

[Energy Support](#) - help with energy supplier problems, information on switching, energy efficient measures and applying for benefits and grants to help with energy bills -

<https://www.ncab.org.uk/energy-support>

General Advice Line 0800 144 8848 Monday to Friday (10am-4pm) offering advice on next steps.

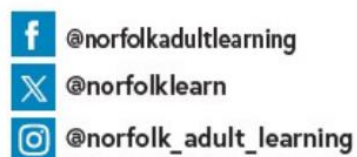
Activities

Norfolk and National



FREE Independent Living Skills courses with Adult Learning

Building confidence to move towards an independent lifestyle



The Independent Living Skills course is a termly classroom-based programme around Healthy Living for those who are aged 19+ with mild to moderate learning difficulties. The course is suitable for learners who have basic English skills.

The courses take place 1 day per week over 10 weeks during term-time and are held at convenient locations across Norfolk. Each term focuses on a different theme, for 2024/5 these include:

September—December:	Healthy eating and budgeting skills
January—March:	Dealing with problems and personal safety
April—July:	Exploring the world of work and independent travel

We will hold a welcome day for all on the dates below where learners will complete an initial assessment before enrolment to ensure the course is suitable. The information dates and start of the full course are shown below:

Independence Matters, Rashes Green Industrial Estate, Dereham, NR19 1JG

Monday 16th September, 10am to 2.30pm
Full course starts Monday 23rd September

Cromer Community Hall, Garden St, Cromer, NR27 9HL

Tuesday 17th September, 10am-2.30pm
Full course starts Tuesday 24th September

Great Yarmouth Library, Tolhouse St, Great Yarmouth, NR30 2SH

Tuesday 17th September, 10am-2.30pm
Full course starts Tuesday 24th September

Forward Day Centre, 1 Millfleet, King's Lynn, PE30 5RG

Thursday 19th September, 10am-2.30pm
Full course starts Thursday 26th September

Diamond Centre, School Lane, Sprowston, Norwich, NR7 8TR

Thursday 19th September, 10am - 2.30pm
Full course starts Thursday 26th September

Norwich Central Baptist Church, Duke St, Norwich, NR3 3AP

Friday 20th September, 10am-2.30pm
Full course starts Friday 27th September

For further information or to arrange a discussion about the above courses, please contact: al.ils@norfolk.gov.uk

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Virtual Village Hall Online

Brought to you by the charity, Royal Voluntary Service, the Virtual Village Hall is a free, online activity hub and community. It's designed to help people stay physically and mentally active, socially connected and having fun, as well as supporting them to better manage their health, including long-term health conditions. It is open to everyone and can be used by health & social care professionals to support patients, clients and residents. From Art to Zumba, there are 12-15 free live sessions every week and a library of 2,200 free sessions to choose from, all led by expert tutors and presenters, including some well-known faces. New sessions are added regularly. Join in live daily on Facebook, YouTube or X or catch up on YouTube or the Virtual Village Hall website when suits. It's free to join and take part with no sign in or subscription required. Where activities require equipment, ingredients or materials, these are low-cost and easy to source.

<https://virtualvillagehall.royalvoluntaryservice.org.uk>

All sessions use materials and equipment that should be easy to get hold of, and they'll tell you what you need to take part. Some of the sessions have accompanying instruction sheets to print and download.

<https://virtualvillagehall.royalvoluntaryservice.org.uk/crafts-and-making>



Norfolk Volunteer Passport Training

The Norfolk Volunteer Passport training returns this September. If you are interested in volunteering but not sure where to start, the training will support you to gain foundational knowledge around volunteering. Courses are delivered online, for more information click on the link - <https://www.getinvolvednorfolk.org.uk/norfolk-volunteer-passport>

Norfolk Volunteer Passport Training – Online September
Training · 3 Sept, 10:00 – 12:00

Norfolk Volunteer Passport Training – Online November
Training · 13 Nov, 18:00 – 20:00



Heritage Open Days

Explore, Experience, Enjoy! Discover hundreds of free events taking place in Norfolk this September. Unique stories, fascinating places, brilliant history, and experiences you'll never forget... the Norfolk Heritage Open Days (HODs) festival has something for everyone to enjoy! Lots of HODs events are drop-in and you can just turn up on the day,

there's always plenty to enjoy and experience. The brochure clearly outlines which events you'll need to book in advance. **From Fri 6 – Sun 15 September 2024**

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



September Socials Update

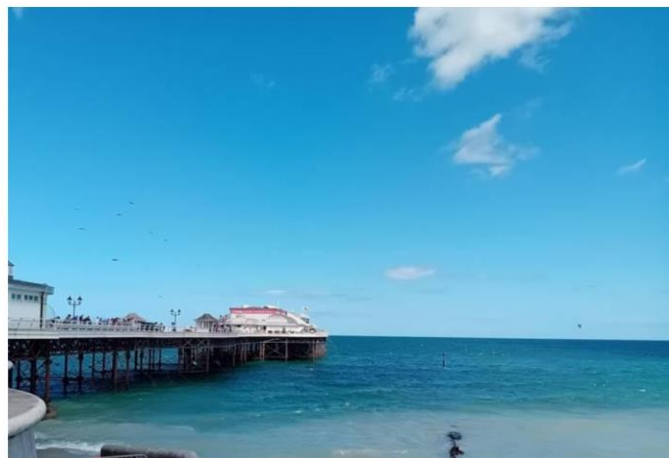


Photo taken on our Cromer Wellbeing Walk

As we move into Autumn Wellbeing have got some fresh new socials for you! They're joining with Re-Do CIC at their new premises in Norwich to run a sewing social on Tuesday 3rd September – please book as places are limited using the email below! They are also holding other indoor socials throughout the County. They're also running the usual walks around the coast and all over the County from Cromer down to Thetford, Hunstanton over to Great Yarmouth; they would love you to join for a short stroll and a cuppa. All of the socials are staffed by the Community Development Team who will be there to welcome you along, whether it's your first time in joining us or you're a regular, they look forward to meeting you! Remember, the socials are open to everyone 16+, with no need to book -full details of all events can be found on the website:

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



The Conservation Volunteers (TCV)

Many thanks to all of our volunteers who have been working on through the summer, soon we will be into the season of mists (none yet) and mellow fruitfulness: I may have missed the raspberries at Roughton, but I've gathered some lovely blackberries and the occasional apple from the hedgerows whilst on tasks in August. It's now time to put bracken behind us (almost) and move on to the meadows right across Norwich (from Netherwood to Hellesdon) and beyond (from Diss to Roughton). As my old Nan used to say, "we don't have much money, but we do see life" which in recent weeks has included close encounters with a slow-worm, a vole, and more than a few frogs. We also see many interesting gravestones in the churchyards where we work, and so this month I shall be awarding a prize for the volunteer spotting the most curious or amusing inscription on a grave. Surely no-one can beat that name in Bungay...come along and see it if you don't believe me!

Regular volunteers please note we do have a couple of spaces available to do the brushcutter course, the more of us that can use the machines the better – especially as volunteer leader Abbey is leaving us this month to join the Broads Authority. We are delighted for yet another of our volunteers to get paid work in conservation and wish her well in her new role.

All the best, Mark.

Mark Webster 07740 899 691 mark.webster@tcv.org.uk www.tcv.org.uk/norfolk

TCV, Centrum, Norwich Research Park, NR4 7GJ

Norwich



Theatre Cares

Theatre Cares brings together individuals with mild to moderate dementia and their carers/partners for engaging and participatory music workshops that spark joy, curiosity and new friendships!

This programme is designed for those living with mild to moderate dementia and their partners or care givers, and is not suitable for those in residential care settings. For any questions about suitability, please contact sam.beal@norwichtheatre.org

Prices: Free to attend but places must be booked and participants need to be accompanied by their carer.

Dates: Thursdays – 5 & 19 Sep, 3, 17 & 31 Oct, 14 & 28 Nov

Time: 10 – 11:30am

Venue: Norwich Theatre, Long Bar

<https://norwichtheatre.org/whats-on/theatre-cares-a-life-in-music-group-one/>

Being Migrant

An opportunity for migrants, refugees and asylum seekers to engage creatively and connect with other communities. A platform for diverse theatrical languages to inspire, be shared and celebrated. As a theatre of sanctuary we have a responsibility to create a safe environment for all members of our community to come together and champion creative voices from all backgrounds. Workshops will be focused on story-telling and reconnecting with identity.

Price: Free of charge

Age Group: 18+

Dates: Tuesdays 17 September – 12 November

(no session during half term 29 Oct)

Time: 2:30 – 4:30 pm

Venue: Studio Two, Stage Two

<https://norwichtheatre.org/whats-on/theatre-makers-being-migrant-4/>



Zine Club

A monthly social to make and read zines. Everyone welcome!

Free to attend and all materials are provided.

Upcoming dates: Third Saturday of the month –
20th July, 17th August, 21st Sept, 19th Oct,
16th Nov, No December meeting, 18th Jan 2025

2pm – 4pm

Ground floor of Norwich Millennium Library
(Express area)

NB The word zine has come to represent a range of small-batch, DIY, “magazine-like” publications in terms of form and content.

Norwich Pit Stop Social

The Norwich Pit Stop brings men together through informal activities and conversation to build social connection, friendship and a sense of belonging. This is a safe, non-judgemental gathering where men can be their authentic self. We provide refreshments and biscuits.

Venue?: In the 'Dojo' (through the black double-doors on RH side of courtyard – see pic, attached) at Maddermarket Theatre, St. John's Alley, Norwich, NR2 1DR.

When?: We gather every Thursday, 10:00am-12:00pm

Please feel free to contact Norwich Pit Stop Coordinator, Colin Howey, if you have any questions: colin@menscraft.org.uk





Forest Bathing in Norwich

Tuesday 24th September at 6.30pm
Meeting on the site of Catton Park, Old Catton.

A gentle guided stroll, taking time to tune into our senses, slow down and take notice of the nature around us. Benefits can include improved mood and reduced stress - leave feeling more relaxed!
Part of a new season of sessions taking place in and around Norwich

Booking is essential.

For more information contact Lucy on **07719 971911**
or at natureconnect@norfolkandwaveneymind.org.uk

 **Mind** Norfolk and Waveney
Registered charity
No. 1118449

South

Mondays (12pm - 1pm)

Loddon Library

31 Church Plain, Loddon NR14 6EX

Tuesdays (12pm - 2pm)

Poringland : The Octagon

All Saints Church, The St, Poringland NR14 7LE

Wednesdays (11am - 1pm)

Wymondham : The Town Green Centre

Back Lane, Wymondham NR18 0LB

Fridays (10am - 12pm)

Diss Library

Church Street, Diss IP22 4DD



Creating Connections | Building Communities



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Weekly, friendly social sessions without judgements or outcomes.



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bettertogethernorfolk.org.uk

Norfolk Libraries Presents...

PEPPER & HONEY

By Kristina Gavran

creative
ARTS EAST
Notnow
Collective

Live show followed by a
special recipe exchange.
Bring your favourite recipes
along to swap with others!

**"A spicy-sweet story
about baking and family
traditions."**



★★★★ - The Stage

★★★★ - Reviews Hub

Thursday 12th September, 3.30pm

Wymondham Library

Back Lane, Wymondham, NR18 0QB

Free event, donations welcome

Book via [ticketsource.co.uk/creative-arts-east](https://www.ticketsource.co.uk/creative-arts-east)

*This event is brought to you by Norfolk Library Service and Creative Arts East,
supported by the Ukraine Community Support Grant.*

**SCAN TO
BOOK NOW**



Generously supported by Local
Authorities and our principal funder:

Find out more by visiting www.creativeartseast.co.uk



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Norfolk County Council

**borrow
discover
connect**



Breckland

MEET 'N' EAT

COMMUNITY CAFE
EVERYONE WELCOME

Pine Close Community Center, IP24 3LA

MONDAY - THURSDAY

4.30pm - 6pm



Donation Pot Available - Donate Time - Donate Dry or Canned Goods
also Book & Clothes Swap

Pine Close

Thetford

Norfolk

IP24 3LF

[07940 029510](tel:07940029510)

UPSKILL FOR LIFE

Computers For Beginners



This is the perfect introduction for those who are feeling left behind in this internet age and want to know how to use a Windows computer to access the wealth of information that can be found on the internet. It is aimed at those who have little, knowledge of computers and how to get online.

- 12 weeks
- Various start dates
- Choice to complete an exam and gain a formally recognised qualification

**FULLY
FUNDED***

**T's and C's Apply*



**FIND OUT
MORE**

Delivered by



UNIVERSITY AND
PROFESSIONAL
DEVELOPMENT

East

Kindly provided by Bradwell Pentecostal Church.

A dark brown poster with a subtle floral pattern. At the top, there are two rows of small white dots. The main text is in a light beige, serif font. Below the text are two photographs: one of a slice of toast with a pat of butter, and another of a white teacup being filled with tea from a white teapot. At the bottom, the text 'provided by Bradwell Pentecostal Church' is written in a white, sans-serif font.

TEA AND TOAST

EVERY TUESDAY AT GREAT YARMOUTH LIBRARY
10-11AM

provided by Bradwell Pentecostal Church

Address - Tolhouse St, Great Yarmouth NR30 2SH

North Norfolk

RELAX AND UNWIND KNITTING: EXPLORE STITCHES

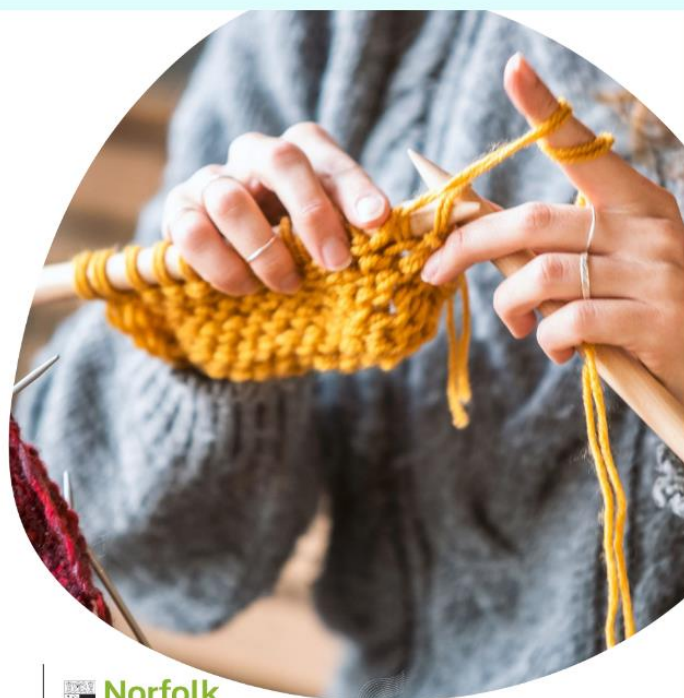
MERCHANTS' PLACE CROMER

Start Date: Tuesday 10 September 2024

Duration: 5 lessons over 5 weeks

Fee: £0.00 - £75.00

Course Code: ARTAT2324P



REGISTER NOW



Here at Merchants' Place Relax and Unwind knitting : explore Stitches 5 week course starting Tuesday 10th September 10am to 12 pm. To enrol call Adult Learning 0844 800 8020 option 5 or <https://www.norfolk.gov.uk/education-and-learning/adult-learning> Alternatively call Merchants' Place 01263 519454 or drop in the Centre and we can pass your details on.

Events

Norfolk and National



NCAN Partnership Meeting

11th September 10:00-11:30 via MS Teams

This meeting will be a chance to hear from the NCAN network, who will be updating on several ongoing work themes including the launch of our updated referral system, reflecting on our campaign work considering the recent general election and updates from existing and new projects around Norfolk.

If you would like to attend, please email the team at info@ncan.co.uk

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



VCSE Leadership Network

12th September 16:00-18:00 in Norwich

The VCSE Leadership Network supports those in leadership roles within Norfolk's VCSE sector by creating a space for relationships and collaborations to develop and experiences to be shared. By making connections and sharing challenges, we aim to build our collective strength and influence. The Network also aims to support those in leadership roles to work effectively and develop their confidence, providing peer support and sharing of lived experiences.

Further details and booking link will be provided soon. Please contact enquiries@ecnorfolk.org.uk for more information.



Labour's Budget: A Living Standards Turning Point?

The next Citizens Advice webinar, on **19th September**, 12.00 – 1.00pm, will discuss expectations around Labour's first Budget, particularly in the context of living standards, and policy changes that could raise living standards: Will Labour's first Budget be the turning point after years of financial hardship for so many? A place can be reserved [via Eventbrite](https://www.eventbrite.co.uk/e/labours-budget-a-living-standards-turning-point-tickets-947970975707?aff=erelexpmlt).

<https://www.eventbrite.co.uk/e/labours-budget-a-living-standards-turning-point-tickets-947970975707?aff=erelexpmlt>



Norfolk and Suffolk Dementia Conference

The Norfolk and Suffolk Dementia Conference will bring together key decision makers, practitioners, researchers, carers, and experts by experience – people with lived experience of dementia – who understand the urgent necessity of

tackling the disease, from across Norfolk and Suffolk.

Date: Wednesday 18 September 2024

Time: 9:00am – 3:30pm – including lunch and networking opportunities

Location: The King's Centre, King Street, Norwich, NR1 1PH

Cost: Free to attend

Places are limited so please register below to confirm your place today!

In the UK, 1.4 million people are expected to be living with dementia by 2040; it's the biggest health and care issue of our time. Yet 1 in 3 people living with dementia do not have a diagnosis and are facing dementia alone without access to vital care, support and treatments. With new disease-modifying drugs on the horizon there is hope, but this can only be realised with greater capacity and readiness within health and social care systems to meet the challenges posed by dementia – and this begins with improving diagnosis rates. 'My Diagnosis, My Future' will bring together key decision makers, practitioners, researchers, carers and experts by experience – people living with dementia – who understand the urgent necessity of tackling the disease, from across Norfolk and Suffolk. A full agenda and speakers will be shared closer to the time. Unfortunately, there are no parking facilities at The King's Centre, however there are many city centre car parks within easy walking distance.

We recommend Norwich Park & Ride which has six different car park locations around the outskirts of the city. Park & Ride buses stop at Norwich Bus Station, just 12 minutes' walk away.

If you have any questions about the event, please contact us on conferences@alzheimers.org.uk

<https://www.alzheimers.org.uk/norfolk-and-suffolk-dementia-conference>



The Race Equity Series is open to all in civil society:

- Explore new insights
- Share challenges, opportunities and ideas
- Engage with expert guest speakers
- Support transformative change
- Online and free to attend

Since the first Home Truths report was launched in the locked-down summer of 2020 they have talked to hundreds of civil society people about the work and the need for serious action to tackle civil society's racism problem.

While taking the Home Truths work into the wider world, they have tried to ensure that as they do our talking, they also do plenty of listening to civil society responses to research and calls to action. They have tried to identify important sticking points to taking serious and transformative action against racism and for race equity.

<https://www.acevo.org.uk/home-truths-2/race-equity-series/>



Action today for all our tomorrows

Event: Building Effective Local Home Improvement Services: Good Home Hubs

What is a Good Home Hub? Learn about this comprehensive model for home improvement services and how it can benefit people living in your area.

Wed 2 October 2024 10:00 - 11:00

Book here-

<https://events.zoom.us/j/81234567890>

<https://ageing-better.org.uk/events/local-home-improvement-services/>



NORFOLK COMMUNITY
SAFETY PARTNERSHIP

The NCSP (Norfolk Community Safety Partnership) Hate Crime Awareness Week Conference

The conference for 2024 will take place on 16th October 2024 in the Yare Rooms at South Norfolk and Broadland Council from 1pm – 4pm. The afternoon will be filled with a range of

fantastic speakers from several organisations educating on the impact of hate crime and supporting victims across Norfolk and the wider country. Further details, including a full agenda will be shared later, but you can register your interest below to secure your space. Spaces are limited, so you are encouraged to get in early to avoid disappointment. This event is for professionals only, but please do share amongst your networks. Register your interest here –

https://forms.office.com/pages/responsepage.aspx?id=crzGY5Ow20K_ihTiqZjiEZReii6bZNRpZpX3bTSdrR UNU1LQ0pXT1ExNkFXTU01WEhPQ011NTk2Ti4u

Norwich



Information and Advice events calendar

September 2024

Thursday 5th

Witard Road Baptist Church Community Cafe, 10:00 - 13:00 Witard Road

Come along to the WRBC Cafe where one of our Advisors will be available for Information and Advice. A private space is available for any confidential discussions.

Wednesday 11th

St George's Church 'cool spot' 10:30 - 12:30 Colegate

Come along for a hot drink, cake and a chat, a very warm welcome awaits all. This 'cool spot' is run weekly and will be attended on the 2nd Wednesday of each month by one of our Advisors.

Thursday 12th

Norfolk & Norwich University Hospital 12:00 - 16:30 Outside Benjamin Gooch Lecture Theatre

Age UK Norwich will be joining other Charities for Palliative Care Week providing information stands. Talks on topics relating to Living Well with a life limiting illness will be given in the Lecture Theatre.

Monday 16th

The Shoebox Hub 10:30 - 12:30, 21-23 Castle Meadow

A Community Hub with various events on throughout the week. Age UK Norwich will be providing Information and Advice to anyone that would like to drop in during this time.

Wednesday 18th

Social Supermarket 12:00 - 14:00 The Feed, Hall Road

Age UK Norwich will be offering Information and Advice in the cafe next to the Social Supermarket. Come along for a chat, hot drink or take a look at the fantastic things on offer at The Feed Social Supermarket.

Information and Advice events calendar

September 2024

Thursday 19th

Cuppa Care outside The Forum 10:00 - 15:00
Millenium Plain

Come say 'hello' at the monthly Cuppa Care bus where we will be joining Hear for Norfolk, located outside The Forum. Aiming to tackle loneliness and bring people together. Get out of the house, meet new people or chat about something that's worrying you.

Monday 23rd

Witard Road Baptist Church 14:00 - 15:30 Witard Road

An Age UK Norwich Advisor will be joining Norwich Food Bank at this location for anyone needing Advice or Information. Norwich Food Bank can also be accessed here during this time.

Tuesday 24th

Age UK Norwich at Castle Quarter 10:00 - 14:00
Ground Floor

Age UK Norwich will be on the Ground Floor of Castle Quarter showcasing some of our fantastic services. Please pop along to see what exciting things our Charity has to offer.

Thursday 26th

St Elizabeths Church 11:00 - 12:30 Cadge Road

An Age UK Norwich Advisor will be joining Norwich Food Bank at this location for anyone needing Advice or Information. Norwich Food Bank can also be accessed here during this time.

Monday 30th

The Phoenix Centre Community Cafe 11:00 - 13:30
Mile Cross Road

The Phoenix Centre is a Community Centre offering a Community Larder Mondays and Fridays 10-12 and a Community Cafe 12 - 1:30 on Mondays. An Age UK Norwich Advisor will be here on the last Monday of each month offering an Advice drop-in.

For further information please contact us on 01603 496333 or enquiries@ageuknorwich.org.uk

Age UK Norwich is the operating name of Age Concern Norwich, a company limited by guarantee.
Company number: 4489595 Registered Charity Number: 1094623



Gifted Norwich is the first-of-its-kind event bringing people from across Norfolk together for the world's largest in person gift exchange. At its heart is about connecting communities across Norfolk through an engaging social experience, the aim is to spark community spirit, spread kindness and create social connections, all while having fun and creating a new world record. This event will bring together businesses, artists, community groups, and the public as 'gifters.' Absolutely anyone can take part, and EVERYONE has something to offer.

Here's How It Works:

1. Register & Pledge your Gift: Gifts can be anything from handmade items and goodwill offers to artwork or business services. If you need inspiration take a look at some of the gifts already received <https://giftednorwich.com/all-gifts/>
2. Unleash your creativity! You are encouraged to get creative with your gifts! The quirkiest and most unique contributions will be showcased on the website and social media platforms, and might even be covered by the media partner, the EDP or featured in your gifted exhibition at the Forum in the lead up to the exchange.
3. Join the Live Exchange Event: Be part of the in-person exchange on Saturday, October 12th at the Forum in Norwich. Everyone who gives something will have a special gift waiting for them to open on exchange day.

It really is that simple, give a gift and you'll get a gift in exchange. Anyone who gets a gift that's not right for them can donate it back to be auctioned off to raise money for the charity partner New-U <https://new-ultd.co.uk/> This is all about community and connection and they need the support of individuals, community groups and businesses like yourself to help reach and benefit as many people as possible.

To find out more email team@giftednorwich.com <https://giftednorwich.com/about/>

Breckland



MAKING SENSE OF
SEND.

A free information fair for parents and carers of children aged 0-25 with SEND, and the professionals that work with them.

 **Charles Burrell Centre, Thetford**

 **Thursday 19th September 2024**

 **10am-12pm**

<https://www.eventbrite.co.uk/e/making-sense-of-send-19-september-charles-burrell-centre-thetford-tickets-830094213137?aff=erelexpmlt>



You are invited to join us for **Business and Bagels!**

Seetec are thrilled to host a quarterly breakfast networking group for local businesses and stakeholders in Great Yarmouth.



Thursday 12th September 2024

07.30 - 09.00

Seetec, 12 Kings Street, NR30 2BA

Join us for delicious bagels and freshly brewed hot drinks.
Enjoy networking with local business leaders.
Share ideas, insights, and success stories.

Expand your network and boost your business in Great Yarmouth!

Please RSVP by 11th September

Visit **EVENTBRITE** to reserve your space!

We look forward to seeing you at **Business and Bagels!**

<https://www.eventbrite.com/e/business-and-bagels-tickets-957027724687>



Stitch-a-thon 2024

Thursday 12th September

10am until 4pm

Stitch-a-thon events will be held at:

Pavilion Theatre and Bandstand, Gorleston

PrimeYarc, Great Yarmouth

Dial's Craft Room, Great Yarmouth

For more information or to sign up visit
theshoebox.org.uk/stitchathon
or call **Hayley** on **07586 624486**



In collaboration with



Stitch-a-thon logo design by
laurenmariedesigns.co.uk



Funded by
UK Government



Great Yarmouth Arts Festival

GREAT YARMOUTH ARTS FESTIVAL 2024

CARNIVAL PARADE
ON SATURDAY 21st SEPTEMBER

Planning for the return of the Great Yarmouth Carnival in 2024 is underway!

ORGANISERS of the Great Yarmouth Arts Festival are calling on local community groups to take part in this year's Carnival parade this summer.

The walking parade will be part of the Great Yarmouth Arts Festival and will take place this September on Saturday 21st.

A diverse range of groups will have the opportunity to join in with and showcase their own traditional and colourful carnival costumes and props.

This year's parade will start near the seafront in Anchor Gardens at 12.00 noon and weave it's way through the town via Regent Road, Market Place, King Street and finish in St George's Park where there will be a grand finale where each group/participant will be able to showcase their costumes, dance routine or display for everyone to enjoy.

Music will be provided by Dixie Mix Jazz Band and local radio station Harbour Radio.

We want to help communities across the borough to be part of this vibrant and exciting event and to celebrate their involvement.

For more information and entry forms please contact:

Pat Howe pathowe394@btinternet.com 07757 014154

Julie Stimpson j.stimpson@live.co.uk 07747 068533

Please see website www.greatyarmouthartsfestival.co.uk

PositiviTea

Dying Matters



Come along, chat & connect

Friday 6th September from 10am-12pm

The Venue, Kerridge Way, Holt, NR25 6DN

Have a cuppa, chat with people, find out about support and local services offering advice about 'getting organised'.

Talking about death is never easy, so please join us for a chance to have open conversations with people about dying, death and bereavement.

Stand holders include Norfolk Registration service, Priscilla Bacon Lodge, Bereavement services, Day care services, The Healing Harbour, Off The Twig plus more...

Everyone welcome!

For more details please contact community.connectors@north-norfolk.gov.uk



**NORTH
NORFOLK
DISTRICT
COUNCIL**



North Norfolk
**Health &
Wellbeing
Partnership**



North Norfolk Referrers Network Invitation

This workshop is on Wednesday 18th September from 10am to 12 noon at the North Norfolk District Council Offices, Holt Road, Cromer, NR27 9EN is for any practitioners involved in referring individuals within communities to activities or support in North Norfolk.

This workshop is part of the North Norfolk Health and Wellbeing Partnership and the Empowering Communities Partnership. It is an opportunity to put issues across and to explore solutions.

For further information or to confirm your attendance email:

natasha.jackson@communityactionnorfolk.org.uk

West Norfolk



Social Media Training

This 2-hour free online training session (via Teams), delivered by Community Action Norfolk's Caitlin Mackay and Andrea Segura, will provide West Norfolk VCSE staff and volunteers with the chance to learn best practices as well as practical tips, and covers:

- Understanding different platforms and how they work, including common terms.
- How to develop relevant content and increase your impact.

To book a place or for more information contact office@communityactionnorfolk.org.uk.

Places are available on a first come first served basis. Do share with anyone who may be interested in attending.



West Norfolk Training

Social Media Training for West Norfolk VCSEs

Delivered by Community Action Norfolk, this session gives West Norfolk VCSEs the chance to learn best practices



Date: Thurs 19th September 2024
Time: 10.30am - 12.30pm
Location: Online via Teams

To book please contact:
 office@communityactionnorfolk.org.uk

More Information
 communityactionnorfolk.org.uk

Spotlight on Salhouse

SALHOUSE

Salhouse is a pretty Broadland village to the north of Norwich and south of Wroxham. It is still fairly rural although development at Rackheath encroaching to the south and the northern distributor road seem to bring Salhouse ever closer to Norwich.



The village still has a railway station on the Bittern Line and bus services to the city. The station once had TWO waiting rooms although neither is now in use. There is still a post office and a primary school as well as two pubs, a general store and a garden centre making it a busy and thriving village. All Saints' church dates from the thirteenth century and the nave is thatched. The tower was apparently never finished and there is evidence that a larger nave attached to the tower was intended. The church has a carved oak rood screen and a unique sacring bell hangs in the chancel.



At about the time the church was started Salhouse Broad began to flood. Most people associate Salhouse with the Broad but not everyone knows that it is unique among the Broads having been created not for the extraction of peat but for gravel. This was dug

out during the tenth century and gradually filled with water from the river Bure in medieval times. At the beginning of the twentieth century the estate, farmland and part of the Broad was bought by the Cator family and it remains privately owned in partnership with the Salhouse community. During the Second World War boats were moored across the Broad to prevent enemy seaplanes landing. Many of Norfolk's beaches were out of bounds to the public and the southern beach of Salhouse Broad became a popular destination. The grassy slope down to the water remains a popular picnic spot today, with moorings for hire craft and canoes and paddle boards for hire from the beach. On sunny summer days the ice cream boat may well visit.



The Broad is fringed with trees, reeds and grass providing habitat for a wide range of wildlife including the rare bittern.

Norfolk reeds give rise to the ancient industry of thatching, still going strongly in Salhouse. Although reed cutting for thatch is still practised on the Broads, much of the reed is now imported. However Norfolk reed is still held to provide the best and longest lasting thatch.

An old Norfolk yarn describes a competition between God and the devil to decide who could grow the most beautiful grass. When God produced Norfolk reed, Satan had to admit that this was indeed the best but he was so annoyed at losing that he bit every leaf. If you look closely at Norfolk reed leaves, you will see that each one has the imprint of the devil's teeth.

Kind regards

Janine Hagon-Powley
Partnership Coordinator
NOPSP

Email: nospb@aol.co.uk

Answerphone: 07963 304015

Website: <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.

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