



YOUR VOICE IN NORFOLK
NEWSLETTER
of
Norfolk Older People's Strategic Partnership
(NOPSP)

April 2022- Edition 32

Word from the Chair

Spring is a time of re-growth and optimism as we look forward to the warmth of summer. NOPSP is "on trend" and planning to relaunch our live meetings on Wednesday May 18th. Fingers crossed.

Some of our partners are looking at new and better ways of engaging and communicating with ageing people. It may be important to bear in mind the important, often crucial, roleplayed by older generations in our present society. Many people rely on parents to provide childcare, especially after school and during school holidays, freeing much of the workforce to do their jobs. As we age, many of us become the informal carer of a frailer partner, preventing, or at least, delaying, the need for paid-for care. Many more well-off retired people often provide the "bank of mum & dad" giving the next generation and grandchildren a better start in life. On a wider level, many voluntary services would not be able to operate without the contribution of retired people. In reality, most older people live their lives without making significant demands on services provided by taxpayers, who include, of course, older people.

Most older people are happy to provide these kinds of family and community support but are increasingly struggling with the limitations of a fixed income, the suspension of the triple lock on the state pension and no further increases in tax allowances, while having to meet the increased costs of inflation, especially heating and food. It may be that this is not a good time to ask older people to do more. It may however be a very good time to offer older people the recognition they deserve.

For our lighter relief this month we visit Reepham. If you have some interesting or quirky information about your town/village/area/street, why not drop us a line?

Kind regards

David Button
Chair of NOPSP

Date for the diary

NOPSP meeting

Wednesday 18th May 2022

10am to 1pm

Anglia room, Breckland District council, Walpole Loke, Dereham NR19 1EE

Open to the public

Speakers and agenda to follow in due course

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Health articles

Eastern Daily Press

New NHS cancer test

Thousands of city folk have been invited to trial a new NHS cancer test which it is hoped will detect more than 50 types of cancer before symptoms appear.

Norwich has been selected as one of several places across the country to take part in the world's largest trial of the "revolutionary" new blood test, with those aged 50-77 asked to look out for a letter inviting them to volunteer for the trial.

Participants, who must not have had a cancer diagnosis or treatment in the last three years, will have a small blood sample taken at a mobile clinic at Pound Lane Sainsbury's between April 4 and April 30.

They will then be invited back after 12 months and again at two years, to give further blood samples. See the article below for more information-

<https://www.edp24.co.uk/news/health/thousands-of-norwich-people-trial-nhs-cancer-test-8781358>

Reference-

Cooper- Fiske, C, 25 March 2022, 'Thousands of people in Norwich invited to trial new NHS cancer test', *Eastern Daily Press* (online)

<https://www.edp24.co.uk/news/health/thousands-of-norwich-people-trial-nhs-cancer-test-8781358> (accessed 26 March 2022)

Activities and events



Dying Matters event

Date and time Thu, 5 May 2022 09:00 – 15:30; Location The Forum Millennium Plain Norwich NR2 1TF

Death and Dying is a subject so many of us find hard to discuss but if we never have conversations around care, preferred place of death, type of funeral, how can our loved one's act in our best interests? In the Atrium there will be over 25 stands, which will enable conversations on anything from care at home to pets as therapy, along with the Death Cafe- an area to sit and chat. There will be two sets of talks supported by BLS interpreters, taking place down in the Auditorium.

The Gallery will also be hosting 3 workshops-

- 10am -Beverley Bulmer Leaving Gracefully - Lets Start Talking
- Midday -Jane Hannah Healthier Happier You - Put The Oxygen Mask On You First
- 2pm - Liz Gilmour Therapies - Relaxation Circle

To book see this link- <https://www.eventbrite.co.uk/e/dying-matters-tickets-278189090057>



Norfolk Deaf Festival

Deaf Festival

Please see details of the Norfolk Deaf festival below-



VISIBLE Festival

NANSA are facilitating a Neurodiversity Festival. The festival is part of their new VISIBLE strategy; they want to promote conversation and awareness in relation to invisible diagnoses and neurodivergence. They now have a VISIBLE space on the website and have confirmed several discussion hosts and begun taking stand/exhibit bookings. VISIBLE is a project launched by the Norfolk and Norwich SEND Association for 2022 and beyond. The first Neurodiversity Festival will take place at The Forum (in Norwich) on Oct 21st and 22nd.

<https://www.nansa.org.uk/visible-festival/>

MONUMENT events

A MONUMENT and Craft Union collaboration

The Boundary Pub (NR3 2SA)

Dementia Support Sessions

Join us on the 2nd Tuesday of every month, for informal, relaxed and free sessions for unpaid carers, family and friends of people living with dementia and those who are cared for
10.30am-12.30pm



Tuesday 12th April– Pop in for a cuppa, open conversations and cake

Tuesday 10th May– Cake decorating

Tuesday 14th June– Upcycling ale pumps and ale tasting

Tuesday 12th July– Pool and Darts

Tuesday 9th August– 1920's wartime generation songs by local singer Charlotte.



No booking required– please pop in



Interreg 
2 Seas Mers Zeeën
MONUMENT
European Regional Development Fund

 **CRAFT UNION**
Pub Company

 **Norfolk**
County Council

The project MONUMENT's Norfolk pilot is led locally by the Environment Service at Norfolk County Council, working closely with colleagues in Adult Social Services, charities and our UK and European partners. MONUMENT is gratefully funded by the Interreg 2 Seas Programme 2014-2020, co-funded by the European Regional Development Fund.



Creative Arts East 'Our Day Out' project

Creative Arts East are pleased to announce that their award-winning 'Our Day Out' project is offering in person activities from March till August this year. The 'Our Day Out' project is a programme of free, high-quality creative engagement activities for all older people, including those living with early to mid-stage dementia, other long-term health conditions, mental health conditions and loneliness/ isolation- <https://www.creativeartseast.co.uk/our-work/our-day-out>

'Our Day Out' focuses on providing music and movement-based activities for older people to improve wellbeing, decrease feelings of isolation and loneliness, and create new social connections by bringing people together.

They will be running sessions in Dereham, Watton, Attleborough, Thetford, Wells-Next-The-Sea, Great Yarmouth and Hunstanton twice a month. They will also be running Taster workshops in multiple West Norfolk locations. They are looking forward to welcoming both existing participants and new faces back to the in-person sessions.

If you have any questions or would like more information, please get in touch with the arts and health support worker via lauren@creativeartseast.co.uk / 07359 099950 or 01953 713390.



Dementia Open Forum

The next Dementia Open Forum is on Thursday 21st April at 2-3pm. Dr Aida Suarez Gonzalez will be speaking on 'Practical tips to support activities of daily living on people with Dementia'. In this talk, she will give a practical overview of the evidence-based strategies that can make life easier for someone living with dementia.

The focus will be on strategies useful to compensate for visual impairment (e.g., difficulties with reading) and apraxia (e.g., difficulties getting dressed). The talk will include case examples. It will also offer advice on how to put these strategies into practice in real life.

Please see the flyer below for more information-

**PUBLIC
LECTURE
SERIES**



BI-MONTHLY DEMENTIA OPEN FORUM

We welcome everyone with an interest in dementia research to join UEA researchers, and guests, as they present their cutting-edge studies and findings:

Dr Aida Suárez González

Clinical Neuropsychologist, Dementia Research Centre, UCL

“PRACTICAL TIPS TO SUPPORT ACTIVITIES OF DAILY LIVING ON PEOPLE WITH DEMENTIA”

Dr Aida Suárez González is a Clinical Neuropsychologist and scientist at the Dementia Research Centre in UCL. As part of her work, Aida develops assistive tools, therapies and rehabilitation interventions for people with dementia. In this talk, she will give a practical overview of the evidence-based strategies that can make life easier for someone living with dementia. The focus will be on strategies useful to compensate for visual impairment (e.g. difficulties with reading) and apraxia (e.g. difficulties getting dressed). The talk will include case examples. It will also offer advice on how to put these strategies into practice in real life.

The second part of her presentation will address the impact of Covid-19 on dementia care. Are people with dementia more vulnerable to Covid-19 infection? Are they at higher risk of severe forms of Covid-19? What has been the impact of the lockdowns and isolation measures in this population? Responses to these and other questions will be discussed in light of the latest research.

Date: **Thursday 21 April 2022**

Time: **2pm – 3pm**

Location: **Zoom**

This event is free and open to all. Please email dementia.research@uea.ac.uk and we will send you the link.



Dereham day



DEREHAM DAY – Saturday 14th MAY2022

BACKGROUND – Friends of Dereham Memorial Hall are organising an all-day event to celebrate everything good about living in and near the town. It will take place on Saturday 14th May 2022 at Dereham Memorial Hall and on the Fleece Meadow. More than 50 local groups will be taking part. There will be stalls, performances and attractions, and entry will be free to everyone. A smaller event took place in 2017, which attracted more than 2000 people.

FORMAT – Dereham Day has four elements:

In the Main Hall, there will be continuous showcases throughout the day, from local performing arts groups, including Busybodies, Rockavox, and Dereham Town Band. Limelight Theatre Company will present extracts from their upcoming Maddermarket production of 'Matilda'.

In the Meeting Room, there will be an enticing mixture. Amongst these, Footloose will offer a free taster session of modernjive, Meeting Point will conduct bingo, Dereham and District Flower Club will hold a flower-arranging demonstration, and Pop in for Poetry! will hold a spontaneous reading.

Elsewhere in the Hall, around 30 local groups will have stalls where the public can find out who they are and what they do, gather information and make contacts, and see what they can offer to volunteers, members and users of services. These cover a wide spectrum, including local faith groups, Mid Norfolk Railway, Dereham Windmill, Dereham Heritage Trust, health support groups, Dereham French Twinning Association and About Dereham. Dereham Town Council, who have sponsored the event, hope to have members in attendance to promote services and answer questions.

Outside on the Fleece Meadow, there will be a children's petting farm with a whole array of domesticated farm animals and pets to engage, and Morrisons Naturally Wonky range will offer lots to taste and try. Countryside Groups, such as Norfolk Wildlife Trust and Norfolk Beekeepers Association will be on hand, and subject to service conditions you can expect to see both Community Policing and Fire and Rescue Service representatives. You'll also be able to eat a burger, drink a glass of beer, and ring a church bell! Dereham Men's Shed are opening their workshop, and both Princes Trust and Dereham Community Hub will be looking out for people to engage with.

CONTACTS

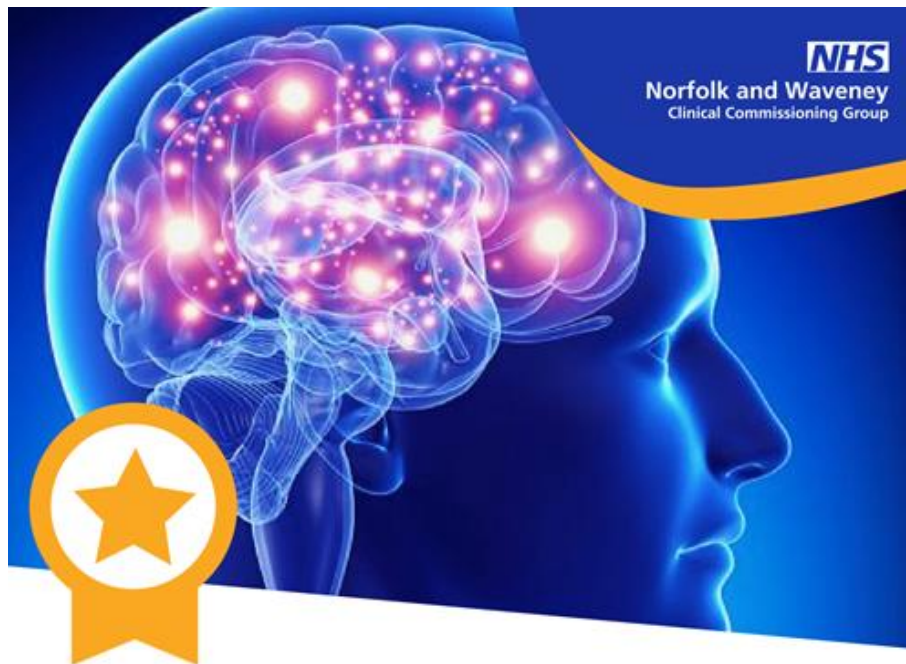
Tim Cara – 01362 696900/ 07432091044 timcara@hotmail.co.uk

Mike Webb – 07810 097654 Leanne Jarman – 01362 691004 – 07811716005

Stuart Green – 0789717752 Ian White – 07841582566



Epilepsy training



BITESIZE VIRTUAL TRAINING **EPILEPSY**

Presented by
Jodi James, Physical
Health Governance
Lead Nurse

Hellesdon Hospital,
Norfolk and Suffolk
Foundation Trust

Topics include:

- Types of epilepsy and seizures
- Status epilepticus
- Learning disabilities and epilepsy
- Sudden unexpected death in epilepsy (SUDEP) and how to prevent it

 MS Teams

 2-3:30pm

 27 April 2022

 Open to all

To book please use the link below or the QR code_
<https://forms.office.com/r/G08cMisBvZ>





Wellbeing socials

Spring is here and this month Wellbeing are excited to be offering a new workshop at their allotment in Lowestoft and a return to their wellbeing café in partnership with Morrison's Community Champion in King's Lynn, as well as much more county wide. They will maintain their online socials as well- including Arts & Crafts, Laughter Yoga and with other enticing virtual socials.

All their socials are staffed by the Community Development Team who will be there to welcome you along, whether it's your first time in joining or if you're a regular; they look forward to meeting you! The socials are open to everyone 16+, with no need to book.

Please see the posters below for additional information-

Wellbeing Socials April 2022

Weekly socials:

| Day & Time | Event... | Location... |
|------------|--|----------------------|
| Mon 13:30 | Virtual Café | Online |
| Tue 10:00 | Running for Wellbeing | Eaton Park Bandstand |
| Tue 13:00 | All to Play For – Men's Football Group | Alive Lynnsport |
| Tue 14:30 | Virtual Arts & Crafts | Online |
| Wed 13:30 | All to Play For – Men's Football Group | FDC, Norwich |
| Thu 13:00 | Allotment Group | Lowestoft |
| Thu 13:30 | All to Play For – Men's Football Group | Goals, Norwich |

All other socials this month:

| Date & Time... | Event... | Location... | |
|---------------------------------|---|----------------------|---------------|
| Fri 1st 10:30 | Redwings Sanctuary | Aylsham | Week 1 |
| Wed 6th 13:00 | Wellbeing Walks - Lowestoft | South Pier Fountains | |
| Thu 7th 10:30 | Virtual Book Chat | Online | |
| Thu 7th 13:00 | Bug Hotel Workshop – NEW! <i>*Booking required*</i> | Lowestoft Allotment | |
| Thu 7th 18:00 | Crosswords | Online | Week 2 |
| Fri 8th 10:30 | Wellbeing Walks - Cromer | Cromer Pier | |
| Mon 11th 10:30 | Wellbeing Walks – Norwich City Walk | City Hall | |
| Tue 12th 18:00 | TV & Film Club | Online | Week 3 |
| Wed 13th 12:30 | Wellbeing Walks - Sandringham | Visitors Centre | |
| Good Friday Bank Holiday | | | |

Socials continue on next page...



facebook.com/WellbeingNorfolkandWaveneySocials

twitter.com/WellbeingSocia1

wellbeingnands.co.uk/norfolk/social-events/

Wellbeing Socials April 2022

Socials continued:

| Date & Time... | Event... | Location... |
|-----------------------------------|--|-----------------|
| Easter Bank Holiday Monday | | |
| Wed 20th 13:00 | Wellbeing Walks- Great Yarmouth | Boating Lake |
| Thu 21st 18:00 | Quiz | Online |
| Fri 22nd 10:30 | Wellbeing Walks - Wymondham | Tiffey Car Park |
| Week 4 | | |
| Mon 25th 10:30 | Wellbeing Walks- Norwich | Waterloo Park |
| Mon 25th 10:00 | Yoga with Emily | Online |
| Mon 25th 17:00 | Wellbeing Café - Morrison's Café - NEW! | King's Lynn |
| Wed 27th 14:00 | Gardening in the City | Norwich |
| Fri 29th 10:30 | Laughter Yoga with Mand | Online |
| Fri 29th 12:30 | Wellbeing Walks - Riverside King's Lynn | Customs House |
| Week 5 | | |

Our socials are open to anyone aged 16+ with no need to book (unless indicated), just turn up! They are based upon the '5 Ways to Wellbeing' -these are a set of evidence-based recommendations which can improve your mental health and wellbeing.

Full details and access to virtual socials [via our website](#).
Any questions? Contact us at socials@wellbeingnandw.co.uk



facebook.com/WellbeingNorfolkandWaveneySocials

twitter.com/WellbeingSocia1

wellbeingnands.co.uk/norfolk/social-events/

Autism coffee morning

Autism Coffee Morning

Thursday 28th April 1-3pm

**Shoebox café
21-23 Castle Meadow, NR13DH**

Informal drop-in session organised in collaboration with Norfolk County Council, Helping Hands and Norfolk Autism Partnership.

A space to meet others who have a diagnosis or are awaiting diagnosis

For more [information](#) please contact Amie Howlett via email:
Amie.howlett@norfolk.gov.uk

This event will be facilitated by Lee Gibbons from Helping hands (picture below)



Lee Gibbons ASD Helping Hands



The Front of the Shoebox Café

Information and advice



Norfolk and Suffolk NHS Foundation Trust update

From 09:00 on the 5 April 2022 people of all ages in Norfolk and Suffolk will need to call 111 option 2 to access support for urgent mental health needs: previously known as the First Response service. The urgent mental health helpline will still be available 24/7, 365 days a year. The team is still the same – there's just a new number to call.

<https://www.nsft.nhs.uk/>



Age UK Norfolk – Digital Inclusion Service

Since the onset of coronavirus, many of us have increasingly turned to digital technology to help bridge the gap that the lack of face-to-face connections created. The role of the internet has become even more important, and for some people this has changed the way they work, access services, maintain social contacts, and generally live their lives. In response to the impact of COVID-19 on people over 50 across Norfolk, Age UK Norfolk set

up their own Digital Inclusion initiative. The 'Let's Get Digital' project is part of this initiative and is a service for anyone over 50 who would like to learn how to use their device and get better connected. They can help people do things like, to get online, to order food shopping, to make a video call, to send an email etc. They can lend a device for up to 12 weeks if needed as well.

During this time, they have also launched a new website- <https://norfolkengage.co.uk/>- which is a dedicated one-stop shop for later life activities and resources across Norfolk, sharing the latest in remote opportunities and more recently, face to face. Age UK Norfolk's Digital Inclusion team are running some pop-up events at the Dereham Shop. Please can you spread the word with all your contacts in the area- the next date is 19th April, 10am-4pm. If you are working with someone who can't get to the shop but would like a helping hand to get online, you can make a referral into the 'Let's get Digital Service' by contacting 01603 863811 or via email digitalinclusion@ageuknorfolk.org.uk



Council tax rebate

Households across England are being urged to set up direct debits with their local council to receive a £150 council tax rebate that will help millions of families manage costs of living. People who pay council tax by direct debit, which is a safe, simple, and quick way to pay will see the cash go directly into their bank accounts from April. Those who do not pay by direct debit will be contacted by their council and invited to make a claim.

Around 20 million households in council tax bands A to D - including 95% of rented properties - are set to benefit from the £3 billion council tax rebate, which does not have to be repaid. It is part of an extensive package of government measures to help families with

rising energy costs. An extra £144 million will also be given to councils to provide discretionary support to vulnerable households who may not qualify for the £150 council tax rebate. This includes people on low incomes in council tax bands E to H. Householders can find their council tax banding via <https://www.gov.uk/council-tax-bands>

<https://www.gov.uk/government/news/households-urged-to-get-ready-for-150-council-tax-rebate>

Homes for Ukraine scheme

There will be no limit or cap on the sponsorship route. The UK will welcome as many Ukrainians, with their immediate family members, as wish to come and for whom there are sponsors. This is a huge humanitarian crisis, and the British public are urged to come forward and help where they can. To make this scheme a success there needs to be a national effort – with devolved governments, charities, faith groups, businesses, councils, and communities all working together to provide much needed support to those arriving in the weeks and months ahead.

People in the UK are being asked to offer accommodation for at least 6 months. Alongside the generous offer of accommodation sponsors will be making, there will be a substantial level of funding to local authorities to enable them to provide much wider support to families to rebuild their lives and fully integrate into the communities. Anyone in the UK (of any nationality and any immigration status providing they have at least six months leave to remain in the UK) with a spare room, or separate self-contained accommodation that is unoccupied can come forward to help. Accommodation must be available for at least 6 months, be fit for people to live in, and suitable for the number of people to be accommodated.

You should not charge any rent. There will be costs associated with helping, and so an optional ‘thank you’ payment of £350 per month which be offered to people who can accommodate one or more household (subject to the accommodation they have). All those from Ukraine coming to the country under the scheme will be able to apply for benefits and

to seek and take up employment. You will not be expected to cover the costs of food and living expenses (although you may wish to offer this philanthropically).

There are other organisations who will be able to offer support on things like access to benefits, registering with a GP, school placements etc. Guidance with links to such organisations will be offered so you can help to sign post. Local councils will be asked to provide wrap-around support for the guests and are providing new funding for the councils to do so. Those arriving will have met standard security checks. Sponsors will also be subject to checks.

Those in the sponsoring households will also be subject to security checks and may be subject to safeguarding checks too. Checks may be carried out on a rolling basis. Your council will want to check that the accommodation you are offering is appropriate in the circumstances.

<https://www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions>



Independent Age

Independent Age news

Choosing a care home and working out how to pay for it can be complex. If you're considering a move, it's important you have as much information as possible so you can feel confident that everything will go smoothly. To learn more, including what questions you may want to ask during your care home visit, go to the website below for more information- <https://www.independentage.org/get-advice/health-and-care/care-homes>



United Response

United Response are a charity that supports people with learning disabilities, autism, and mental health needs, at home and in the community. Do you know someone who wants to start cooking but finds it too confusing? There are accessible, easy-to-follow cooking videos made by and for people with learning disabilities which will help them get started.

CookABILITY is an online video series aimed at getting more people with learning disabilities cooking healthy, homemade food. There are a dozen simple recipes, including spaghetti bolognese, chilli con carne and fish pie, broken down step-by-step. Research shows disabled people are more likely to have poor diets and not exercise enough. In fact, over 80% of adults with learning disabilities fail to meet official minimum recommended levels for physical activity.

To tackle this major health problem, these videos hope to show people how to cook with confidence.

<https://www.unitedresponse.org.uk/resource/cookability-videos/>



Anglian Water

Anglian Water have produced a helpful flyer which gives a concise overview of what help may be available to residents who are struggling financially-

**love every drop
anglianwater**

Finding it hard to pay the bills?

We have lots of ways to help
you and your loved ones.

If you're finding it difficult to pay, we offer:

- Discounted tariffs
- Assistance schemes
- Affordable payment plans

Find out more

- anglianwater.co.uk/extra-care
- 0800 011 3774**
- BSL** anglianwater.co.uk/bsl

Scan here

ANG131/08/21

SCOPE

= Equality for
disabled people

Disability Energy Support (Scope)

Disability Energy Support 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 one or more disabled people live, in England or Wales. They are experiencing high demand for telephone appointments, but you can still get these, and new appointments are being released each week. You will get a telephone appointment with an energy adviser that will last up to 45 minutes.

You can also get advice by email at Disability.EnergySupport@Scope.org.uk

Their expert advisers can help and talk you through a wide range of topics related to your energy and water needs, including managing energy and water debt, changing your meter, energy and water efficiency and more.

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

If you use an oxygen concentrator at home, you can get a rebate for the electricity it uses. The company that supplies your concentrator can make payments to your bank account.

Call the Electricity Rebates (BOC Home Oxygen Service) Patient Service Centre on freephone 0800 136 603. Call the Electricity Refund (Air Liquide Healthcare) rebate team on freephone 0800 781 9939.

<https://www.scope.org.uk/advice-and-support/government-payments-discounts-heating-bills/>



Macmillan Cancer Support

We know that cancer can be tough on your finances. You may have found you're spending more on everyday costs like heating or travelling to hospital. You may be earning less if you've had to stop working or reduce your hours.

You may have also read in the news about rises in the costs of living. MacMillan understand that this is worrying for people, particularly if you're already struggling with money.

They are committed to doing everything they can to support people with cancer. This includes providing an additional £3.5 million in funding to their financial support scheme, Macmillan Grants.

This page has more about the support that is available. There is more information about Macmillan Grants, other ways they can help, and the support that is available from other organisations.

<https://www.macmillan.org.uk/cancer-information-and-support/get-help/cost-of-living>



making communications work
for everyone

Ofcom update

Ofcom estimates that 4.2m homes are eligible to move on to social tariffs – offered by seven broadband providers including BT, Virgin Media O2, Community Fibre, Vodafone, G.Network, Hyperoptic and KCOM – which could halve bills, providing a saving of £144 annually. According to its research, only 55,000 homes have taken advantage of these tariffs, just 1.2% of those eligible. About 5% of households, 1.1m, are struggling to pay for their broadband each month, the same proportion as face issues paying their mobile bills, Ofcom found. Ofcom has written a useful website page, listing details about some of the social tariffs available-

- Cheaper broadband and phone packages- Social tariffs can provide a safety net for eligible households who might be struggling to afford their broadband or phone services.
- Broadband services- The broadband market offers customers a wide range of choice, with different deals available to suit different needs. Some providers offer social tariffs which are only available to customers who receive certain government benefits, as set out in the table below.

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs>

Money Support Service

The Money Support Service

The Money Support Service is here for you if you're a Norfolk County Council service user who needs help with budgeting. There are many reasons why people struggle with money. It may be a loss of benefits or a job, a relationship breakdown, an increase in living costs or a lack of budgeting skills. If you have an illness or disability, money worries can lead to a vicious cycle of deteriorating health and difficulty managing household bills.

The Money Support Service can offer help and advice over the phone, or face-to-face support in your own home if needed. Please see more information below-



No matter where you are on your financial journey, you can turn your life around if you're struggling with debt

If you want more advice and information about debts, the following websites may be useful to you:

www.moneyadviceservice.org.uk

www.citizensadvice.org.uk/debt-and-money

www.stepchange.org

www.nationaldebtline.org

www.nationaldebtadvice.org.uk



To access the Money Support Service, please contact:

☎ 01603 223392 option 4

✉ MSS@norfolk.gov.uk

🌐 www.norfolk.gov.uk/mss



If you need this document in large print, audio, Braille, alternative format or in a different language please contact Money support service on 01603 223392 (option 4).





Money Support Service

Supporting people to be independent, resilient & well

A service to support people in Norfolk with money management and budgeting

Client Finance Services



Why do people struggle with money?

- The need for support and guidance
- Sudden loss of income such as benefits or employment
- Increase in living costs
- The need for support with budgeting skills
- No savings
- Poor money management
- Gambling
- Divorce or breakdown of a relationship



How can the Money Support Service help you?

- Telephone or face to face support to manage money
- Budgeting advice and support
- Money advice
- Support to refer to debt advice agencies
- Support with referral to debt management agencies
- Support with Disability Related Expenses within financial assessments
- Provide advice on maximising benefits



Debts! How can we help?

What we do

- Prepare an income and outgoings sheet to help you understand your budget
- Help with single or small debt issues
- Help refer to debt agencies who can support with complex or multiple debt issues.

What will debt agencies do?

- Sort out priority, non-priority debts & debt emergencies
- Give information so you can consider your options
- Contact creditors about repayment agreements
- Consider: Debt Relief Orders, Bankruptcy or Individual Voluntary Arrangements



Norfolk Against Scams Partnership (NASP) information

NASP Call Blocking Project

The National Trading Standards (NTS) Scams Team secured some funding for local partnerships to purchase call blockers. The NASP were successful in their bid for a share of the funding and have been able to purchase a further 45 call blockers. Partners can apply for a call blocker on behalf of a customer or client who they consider would benefit from having one fitted. It has been identified that call blockers can help protect adults who are susceptible to scam and nuisance calls. Applications will be assessed by Norfolk Trading Standards on behalf of the NASP. If you have a customer, you think could benefit from a call blocker please email nasp@norfolk.gov.uk for a referral form. If the application is successful, they will arrange with the individual for the unit to be fitted by an appropriate volunteer.

Friends Against Scams leaflet

Help to manage finances and avoid scams for people at risk and those who support them-

https://www.friendsagainstscams.org.uk/shopimages/Leaflet/Protection_from_scams_guideline.pdf?mc_cid=95b190f173&mc_eid=9951dbabbe

Friends Against Scams training

There are now three Friends Against Scams online courses including a BSL version-

<https://www.friendsagainstscams.org.uk/training/friends-elearning>

NASP postcard

Please see below the NASP postcard. If you would like hard copies, please email nasp@norfolk.gov.uk.



**Norfolk
Against
Scams
Partnership**

How to keep yourself and others safe from scams

- **Be cautious and listen to your instincts.**
Never be afraid to delete, hang up or shut the door.
- **Don't assume everyone is genuine,** take your time and don't be rushed.
- **Be very wary of offers made during telephone cold calls** and **NEVER** give or confirm personal details.
- **Know who you're dealing with** and take a moment to think 'is my information and money safe?'.
- **NEVER** deal with doorstep cold callers.
- **NEVER** click on links or open attachments in unexpected emails or text messages.
- **Your bank or the police will never ask for your bank details,** for you to withdraw cash to be collected or transfer money to another 'safe' account over the phone.
- **Protect your financial information,** especially from people you don't know. Think carefully before giving bank details and **NEVER** share your PIN number with anyone.

#NorfolkScamAware

Report or get advice on scams:

- **Citizens Advice consumer helpline**
Provides advice and shares information with Trading Standards.
☎ 0808 223 1133
🌐 www.citizensadvice.org.uk/consumer
- **Action Fraud**
Report all types of scams to Action Fraud, the UK's national reporting centre for fraud.
☎ 0300 123 2040
🌐 www.actionfraud.police.uk
- **Norfolk Police**
If a crime is happening now or recently occurred. If the victim is vulnerable or unable to protect themselves from fraud.
☎ 101
🌐 www.norfolk.police.uk
- **Norfolk Scams Prevention Service**
Offers specialist help and support if you've been the victim of a scam.
☎ 0300 303 3706
🌐 www.nsvictimcare.org

March Community Watch magazine for Norfolk

For the latest on how to safeguard your money, avoiding cowboy traders and community news, please see the latest edition-

https://issuu.com/comunitywatchpublishing/docs/norfolk_march_magazine

Cold Calling Alert – Telephone cold calls regarding ‘saving energy’

Trading Standards are warning residents about telephone cold calls regarding ‘saving energy’.

This follows a report from a Norfolk resident who received a call during which the cold caller stated they were ‘in an area that were the highest users of energy’ and were ‘commissioned by energy companies to investigate’.

The cold caller then went on to ask a range of questions about the residents’ property.

Advice is always to be very wary of any approach made in a telephone cold call, **never** give, or confirm any personal or financial details and **do not** agree to someone visiting your home if approached in this manner.

You can report suspicious cold calls received through the Citizens Advice consumer helpline on **freephone 0808 223 1133**.



The Illegal Money Lending Team Winter newsletter

Please see the latest newsletter below- ‘Stop Loan Sharks’-

<https://www.stoploansharks.co.uk/wp-content/uploads/2022/02/Stop-Loan-Sharks-Winter-Newsletter-2022.pdf>



Adult Learning team courses

The next set of courses will be starting from the week commencing 25th of April-

Live healthy – learn how to cook meals that are good for you

Live creatively – learn how to draw, paint, and play music

Live positively – learn ways to exercise and do some daily activity, even if it's just walking the dog

These courses help you live independently. You will learn skills to stay healthy and well. You will meet new people, make friends, and gain confidence.

The courses run from 10am until 3pm at various locations across Norfolk. You can get this course free if you earn under £16,009 per year.

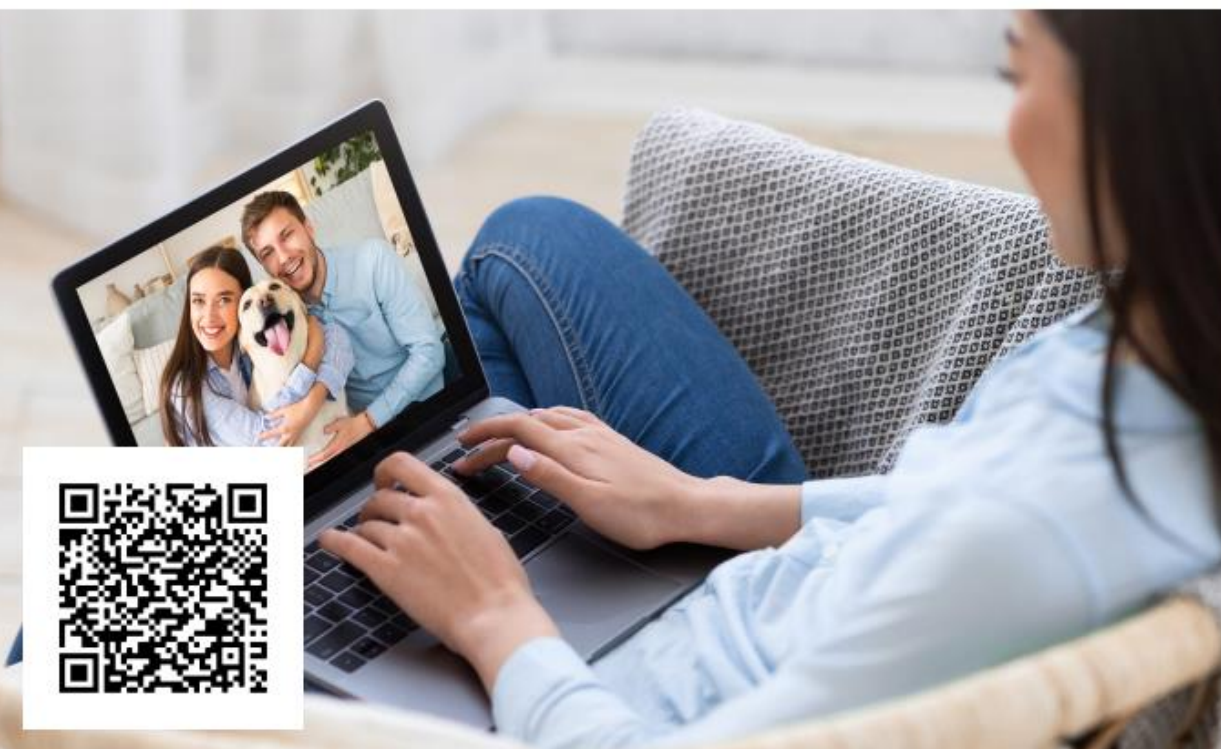
<https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/living-skills>

They also offer a whole range of FREE short courses that you can study both online and, in a classroom, including...

Understanding how to get online – How to use a computer/tablet for all levels – Beat your bills – Starting your own business – Helping you move towards work – Looking after your wellbeing and fitness- Cooking on a budget – Lipreading & BSL – Volunteering

Mentoring – Arts & Crafts & much more. It is simple and easy to sign up...just call 0344 800 8020 (option 5) or visit www.norfolk.gov.uk/communitylearning Please see the flyer below....

START LEARNING TODAY



We offer a whole range of FREE short courses that you can study both online or in a classroom including...

**Understanding how to get online - How to use a computer/tablet for all levels - Beat your bills - Starting your own business - Helping you move towards work - Looking after your wellbeing and fitness
Cooking on a budget - Lipreading & BSL - Volunteering
Mentoring - Arts & Crafts & much more**

We offer taster sessions too, so you can come and try first!

Our courses are run by experienced and friendly tutors and give you a great chance to meet new people too!

All classroom courses are held in a venue in Norfolk that adheres to the current COVID guidelines.

It is simple and easy to sign up...

just call 0344 800 8020 (option 5)

or visit www.norfolk.gov.uk/communitylearning

Norfolk County Council engagement review

NCC's Innovation team have recently started the engagement review for Adult Services and are working with an organisation called Year Here in the discovery phase, focusing on understanding how they currently engage and co-produce with people who use their services and providers and what the future opportunities are in this area. Please see the flyer below-



The flyer has a green background. At the top right is the Norfolk County Council logo. On the left, the text 'ADULT SOCIAL CARE' is written in large white capital letters. To the right of this text is a photograph of an elderly woman in a wheelchair being assisted by a younger woman. Below the photograph, the text 'Carer or care recipient? Want to make £20? We want to hear from you!' is written in white. A white-bordered box contains the text: 'We're currently speaking to people who use Adult Social Care services, and the family members or those who care for them. We'd love to hear your thoughts on how Norfolk County Council can better work with you and invest in what matters most to you.' Below this box, the text 'Deadline: 30th April' is written in white. At the bottom left, the text 'To get involved: Email: Elizabeth.bch@yearhere.org Phone: +441603222540 or scan this QR code' is written in white. At the bottom right is a QR code with the text 'SCAN ME' below it.

**ADULT
SOCIAL
CARE**

**Carer or care recipient?
Want to make £20?
We want to hear from you!**

We're currently speaking to people who use Adult Social Care services, and the family members or those who care for them. We'd love to hear your thoughts on how Norfolk County Council can better work with you and invest in what matters most to you.

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or scan this QR code

SCAN ME



Free telephone befriending service for LGBT+ older people

Re-engage is committed to ending chronic loneliness and social isolation for people in their 70s, 80s, 90s and beyond. Many people who get to such a great age find themselves with very limited social circles and social contact to look forward to. We know that older LGBT+ people are vulnerable to loneliness as a direct consequence of decades of privacy and self-concealment. This is a generation who grew up when their very being was deemed outrageous and illegal. A lifetime of exposure to discrimination and stigma can lead to high levels of stress and a strong sense of isolation. All too often, isolation is seen by older people as the price they have had to pay for their sexuality.

As with the development of any new service, Re-engage kicked off with research into what was needed and wanted by older LGBT+ people. Despite finding activities for people in their 50s and 60s we had very few introductions to people over 75. Could it be that this group of older people was that hard to find? Well, yes. As a renowned researcher in the world of ageing commented to me, older LGBT+ people can be “lost to the world”.

For more information and to refer into the service, please see below-

<https://www.reengage.org.uk/latest-news/launch-of-rainbow-call-companions/>

<https://www.reengage.org.uk/refer/>

Spotlight on Reepham

Reepham

Millions of people will have had the opportunity to look at the beautiful 18th century marketplace in Reepham without realising it was the set for an episode of the ITV series "Poirot". "The Tragedy at Marsdon Manor", first broadcast in 1991, includes scenes at The Dial House, the market square and at Sennowe Park, ten miles up the road. Marsdon Manor was in Essex in the original short story first published in 1923 by Agatha Christie.



Like so many of our ports of call, Reepham was a part of Norfolk's spider web of railways. In fact, there were two stations, Whitwell and Reepham operated by two companies, Midland & Great Northern and Great Eastern, eventually merging and linking the two stations in 1960 with a 12.5-mile new loop, the Themelthorpe curve. This was mainly for moving coal rather than for the convenience of passengers and Reepham finally lost its railway connections under the Beeching cuts.



Reepham station survives with its platforms and buildings, but the track is now part of Marriott's Way cycleway and footpath. The station at Whitwell has been brought back to life as a railway heritage centre and steam museum.

Reepham is one of only two places in Europe to have had three churches in the same churchyard. The parish church of Reepham is St Mary's which stands adjacent to St. Michael's which belongs to Whitwell.



A third church, All Saints, served the parish of Hackford but was destroyed by fire in 1543. The odd circumstance of the three churches on the same site was because each was built on its respective parish boundary.



Another story is that the three sisters represented on the town sign had a "falling-out" and tried to outdo each other by building a church each, or perhaps so as not to have to worship in the same church. The sign was designed by students at Reepham High school.

Kind regards

Norfolk Older People's Strategic Partnership (NOPSP)

Email: nospb@aol.co.uk

Answerphone: 07963 304015

Website: <http://www.norfolkolderpeoplespartnership.co.uk>

Have you seen our 5th Living Longer, Living Well strategy? You can download a pdf version or order hard copies via the Health Information Leaflet Service (HILS)- <https://brochure.norfolklivingwell.org.uk/product/living-longer-living-well-the-5th-norfolk-older-peoples-strategy>

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 2020 (UK GDPR)

This came into force on 1 January 2021 and is the UK version of the GDPR legislation that was brought in during 2018 to replace the Data Protection Act 1998. Your contact details are held to send you information from the NOPSP. Data may include your name, address, email address, contact telephone number, name and address of your organisation and any job title. None of your data is shared with a third party except for the claims and payment of expenses. Please advise if you do not want your details to be held by the NOPSP.

For any enquiries please email: nospb@aol.co.uk or ring 07963 304015 and leave a message.



If you need this Agenda in large print, audio, Braille, alternative format or in a different language please contact nospb@aol.co.uk or ring 07963 304015