



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

May 2022- Edition 33

Word from the Chair

There have been some disappointing and worrying issues relating to health and care in Norfolk. Our mental health services have again been condemned by the Care Quality Commission which has rated the service as "inadequate" overall. The CQC inspection and report include services for older people.

We have learned that the Queen Elizabeth Hospital in Kings Lynn now relies on 56 Acrow props and another 1,528 steel and timber temporary supports to keep patients and staff safe. A replacement remains years into the future.

The High Court has ruled that the government acted unlawfully in ordering the discharge of vulnerable and older people to care homes when they had not been tested for COVID-19. More than 20,000 elderly or disabled care home residents died from COVID-19 between March and June 2020 in England and Wales. Many of those excess deaths were here in Norfolk.

The Care Quality Commission is also responsible for a report indicating that Norfolk County Council has the worst performing Adult Social Care services across all care types in England.

The state pension rose in April by 3.1%. The rate of inflation in March was 7%. Pensioner purchasing power has shrunk and poverty will increase, and poverty leads to worse health. Foodbanks are facing fewer donations to meet increasing demand.

All these issues have been publicised in the last month. Any one of the above is shocking. Taken together they are outrageous.

Usually, we find something positive to share with you in these few lines and we recognise and respect the unstinting efforts of staff at all levels to meet the health, care and social needs of ageing people in Norfolk. We also recognise the impact of COVID-19 and the war in Ukraine, but just now it seems there is something more fundamentally wrong with our vision of welfare over the last 30 – 40 years.

Kind regards

David Button
Chair of NOPSP

NOPSP RE-LAUNCH- UPDATE

Dear Partner

NOPSP Re-launch

Although the outbreak of COVID-19 and subsequent variants is by no means over, central government and many people and organisations have decided to move on. The message to ageing and more vulnerable people is unclear. We all need to offer a clearer message and we hoped to make our contribution by re-starting live meetings of the partnership.

We had hoped to hold a meeting in mid-May, but practical difficulties and the availability of key partners has made this impossible. We remain aware of very high levels of sickness absence in many settings as well as the pressure of work accrued during the pandemic. We have no desire to add to those burdens.

However, the implementation of change continues apace, not least in the evolving shape of an integrated care system and an Assembly to enhance the coherence and to articulate the voice of the voluntary sector. While the Integrated Care Board and Partnership will have the responsibility of bringing together a widely diverse set of organisations and services, we believe there is still a crucial role for NOPSP, as a partnership of the willing, to strive for greater cooperation, creativity, and genuine involvement of older people in designing and developing services they need. We also believe there is a continuing need for the partnership to act as a critical friend to its members.

If we are to achieve these aims, we will need the participation, co-operation, and commitment of all our partners. That commitment involves attendance at quarterly meetings, sometimes providing speakers to lead discussions, working together to try to achieve the agreed aims set out in 'Living Longer, Living Well' strategy and sharing and receiving relevant information for the benefit of ageing people in Norfolk and Waveney.

We are therefore postponing a future meeting until after the summer and will provide a date as soon as possible. In the meantime, we shall continue to publish our newsletter, 'Your Voice In Norfolk' (YVIN) every month, so please keep contributing news, information, and articles relevant to the lives of older people. We shall also be reviewing the progress in meeting the agreed objectives set out in 'Living Longer, Living Well' strategy, and may well contact you again for an update on objectives in which you may be involved.

If you remain willing to be an active member of NOPSP, could you please confirm this in writing to Janine by May 29th, 2022. If you are no longer the person nominated to represent your organisation, please let us know and, if possible, tell us who now holds this position.

With best wishes

David

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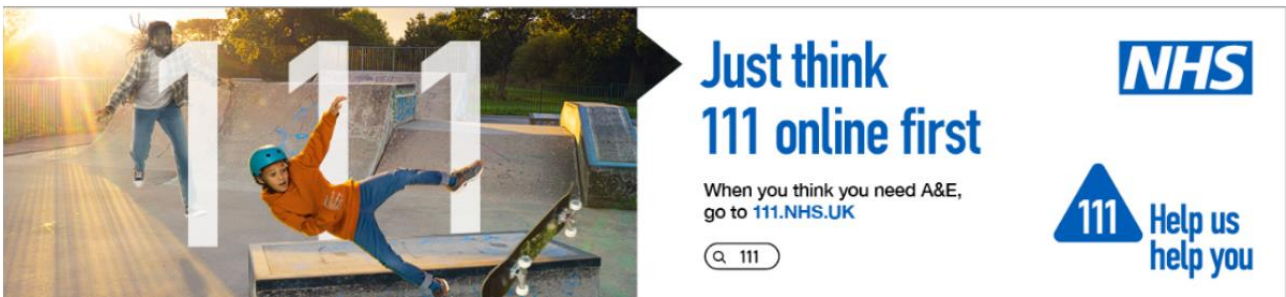


FREE NHS Health Checks

Reed Wellbeing have launched a new service to provide an additional 36,000 NHS Health Check appointments to Norfolk residents. The NHS Health Check is an important step for many people towards improving their health and becoming more aware of what they can do to lead a healthier life. The quick and simple check can help participants lower their risk of developing heart disease, stroke, kidney disease, type 2 diabetes, and some types of dementia. Anyone between the ages of 40 and 74, who does not have a pre-existing specified condition, can have a free NHS Health Check every five years.

These appointments will help Norfolk residents who may have missed their opportunity to come forward for their check during the Covid-19 pandemic restrictions. Free NHS health checks are available NOW in Norwich, Great Yarmouth, and West Norfolk, with plans to expand provision across the County in the coming months. You can find out more and book your test on this website <https://norfolkhealthchecks.reedwellbeing.com/>

If you think there are partnership links with your organisation, please don't hesitate to reach out. They would be very happy to have a call or meeting and discuss further how you can work together. This might include venues, local engagement, campaign activity and signposting – to name a few! You can contact the Service Manager, Daniel D'Cruz on daniel.dacruz@reedwellbeing.org.uk



Accessing NHS 111 services

When you think you need A&E, go to 111 online first. 111 will help you right away and, if needed, a healthcare professional will call you.

You can access NHS 111 online by visiting the website 111.nhs.uk. People with life-threatening illnesses or injuries should continue to dial 999. NHS 111 online makes it easier for patients to get the right advice or treatment.

NHS 111 online can make sure you access the most appropriate service for your health concern. If needed, NHS 111 online can direct you to an urgent treatment centre/walk in centre, emergency dental service, GP, pharmacy or another more appropriate local service.

<https://111.nhs.uk/>

Activities and events



MONUMENT events

Dementia Week, Tuesday 17 May to Sunday 22 May-

MONUMENT will be hosting a taster day at Gressenhall Farm and Workhouse Museum. This will be a great day out for carers and people living with dementia, with lots of time to leisurely explore the grounds and learn about the local history of this beautiful site. More information about how to book will be available soon. In the meantime feel free to email monument@norfolk.gov.uk to find out more.

Date for your diary: Family Fun Day, Saturday 11 June-

Join at The Costessey Centre, Norwich for the MONUMENT Family Fun Day. MONUMENT is planning a big celebration where they can get together with everyone they have worked with. Family and friends are welcome to chat, relax and celebrate the incredible work the unpaid-family carers and local services do every day. Fun activities, interesting presentations and useful information stands are planned to give everyone the opportunity to find out about the services and facilities in Norfolk for carers and people living with dementia. More information to follow!

Pathways into Nature-

The MONUMENT team have announced new dates for their Pathways into Nature training workshops for organisations and volunteers caring for, or living with, those with dementia.

Delivered by the experienced team at Dementia Adventure, the sessions help participants to:

- explore the health and wellbeing benefits of nature
- increase their knowledge of dementia
- plan successful outings
- identify the mental and physical barriers to accessing the outdoors
- receive resources, share stories, experiences and strategies.

There are **three online sessions available to book** now:

- Tuesday 3 May, 1-4pm
- Thursday 12 May, 9:30am - 12:30pm
- Wednesday 25 May, 9:30am - 12:30pm

Workshops are free but booking is essential. If you want to know more, please email the team at: monument@norfolk.gov.uk

Dementia support sessions-

Please see the flyer below-

A MONUMENT and Cuddly Cavies collaboration

Dementia Support Sessions

Join us for conversation and cuddles with guinea pig friends.

These relaxed and free sessions are being held on the 1st Tuesday of each month, for unpaid carers, family and friends of people living with dementia, and those who are cared for.



**Cavies & Cake,
Stable Cottage,
Oxborough Lane, Fakenham, NR21 8AF**

10.30am-12.00pm

Tuesday 3rd May

Tuesday 7th June

Tuesday 5th July



Sessions are 90 minutes, including refreshments and time with the guinea pigs.

Cavies & Cake sessions are normally £6.75 but these are gratefully funded by the MONUMENT project.

To book your place please contact:

monument@norfolk.gov.uk or call: 01603 303378

Interreg 
2 Seas Mers Zeeën
MONUMENT
European Regional Development Fund



 **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.



West Norfolk Carers & Friends

Are you looking after someone who has a memory problem, or has dementia. Would you like more information and advice about support that is available?

Come join us for a cuppa and a chat.



A warm welcome awaits you, along with varied activities, speakers and therapies.

When: The first Friday of the month 13:00 - 15:00

**Methodist Church Rooms, County Court Road, King's
Lynn, PE30 5EJ**

For more details please call West Norfolk Carers on: 01553 768155
www.westnorfolkcarers.org.uk

CAN Connect coffee mornings



These coffee mornings are for anyone
aged 18+ and will run at 10am on
the final Friday of each month!
Although virtual for now, we hope
to host these coffee mornings in
person in the future.

We hope you can make it! For details on how to sign up, please contact
Natasha Jackson via natasha.jackson@communityactionnorfolk.org.uk or
phone Ellie Coldham on 01362 545028.



Carers Matter Norfolk

Caister Chatterbox Carers

Come and spend time relaxing at our friendly group meeting

**First Tuesday of the Month
From 10.30 a.m. to 1.00.p.m.**

At The Rabbit Hutch

**On The King George Playing Field
Allendale Road
Caister On Sea
Great Yarmouth
NR30 5ES**

Chat with other carers
Join in activities **Enjoy refreshments**

For more information contact
David Richardson on 01493 721384
Marilyn Attwaters on 01493 300464
or Peter Moss on 01493 721593

 0800 083 1148  info@CarersMatterNorfolk.org.uk

 @CarersMatterNfk  [Facebook.com/CarersMatterNorfolk](https://www.facebook.com/CarersMatterNorfolk)

www.CarersMatterNorfolk.org.uk





Dying Matters event- online options

As not everyone wishes to or has the time in a busy work schedule to attend an event in person on the 5th of May 2022, they are also offering some online options to enable conversations to continue.

4th May 2022 at 12.30 – Put the Oxygen Mask On You First

<https://www.eventbrite.co.uk/e/321644997847>

<p>Put The Oxygen Mask On You First</p> <p>hosted by </p>	<p>Put The Oxygen Mask On You First</p> <p>When we put the oxygen mask on us first we will then be our best versions for everyone else around us.</p> <p>www.eventbrite.co.uk</p>
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9th May 2022 at 10am – Lets Start Talking

<https://www.eventbrite.co.uk/e/314440749747>

<p>Lets Start Talking</p> <p>hosted by </p>	<p>Lets Start Talking</p> <p>When it comes death and dying, conversations can be stilted. People say you need to plan / think ahead but what does that mean!</p> <p>www.eventbrite.co.uk</p>
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11th May 2022 at 10am – Mist Buster – What is the role of a funeral director

<https://www.eventbrite.co.uk/e/314456266157>



Mist Buster - what is the role of a funeral Director

An opportunity to ask the question you have always wanted the answer to

www.eventbrite.co.uk



Supported by:



Men's sheds

Men's Sheds are like garden sheds – a place to pursue practical interests at leisure, to practise skills and enjoy making and mending. The difference is that garden sheds and their activities are often solitary in nature while Men's Sheds are the opposite. They're about social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter. Please see the flyer below; a new Men's Shed has been set up in Brundall-

Brundall has a Men's Shed



**Retired, or at a loose end?
Want to learn something new, share your
talents with others or just a place to
socialise?**

Men's Shed are similar to garden sheds – a place to pursue practical interests at leisure, to practice skills and enjoy making and mending. The difference is that garden sheds and their activities are often solitary in nature while Men's Sheds are the opposite. They're about social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter.

If you would like to be involved then get in touch!

If you are interested in coming along find us on
facebook

www.facebook.com/BrundallBlofieldandDistrictMensshed

E-mail us on

brundall.blofield.menshed@gmail.com

Or find our website on

www.brundallmensshed.org.uk

Or call Terry on

01603 712533



Supported by:



"Connect, Converse & Create"

Brundall Men's Shed Registered Charity Number 1197274



Pit Stop events

The Pit Stop brings men together through informal activities and conversation to build social connection, friendship, and a sense of belonging. Please see the flyer below for events in May-

fire in the east

STORYTELLING FOR MEN

Join storytellers **Jonathan Lambert** and **Shane Ibbs** for a brew and cake while listening and sharing stories around a fire.

In the grounds of the
NORWICH PUPPET THEATRE
Wednesday 18th May (2- 4pm)
Thursday 19th May (7-9pm)
Friday 20th May (7-9 pm)
come along for one, two or all sessions.

There is no charge for attending but please book a place.

Contact Colin Howey
colin@menscraft.org.uk
07784 307970
menscraft.org.uk

MALES TALES

Males Tales logo: Amanda Bingleworth



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



Norfolk
County Council





Wellbeing Walks – May

Our Wellbeing Walks are a great way to get out and get active while connecting with others. This is not a therapy session, but an opportunity to make social connections with like-minded people.

For casual wanderers and seasoned ramblers alike, everyone is welcome – Please check the weather forecast and dress appropriately – Our socials are open to anyone aged 16+ – No booking necessary, just turn up!

- **Redwings (Aylsham) – Fri 6th May, 10:30**

Redwings, Spa Ln, Aylsham, Norwich NR11 6UE

- **Southwold – Wed 11th May, 12:00**

Meeting at Southwold Pier IP18 6BN

- **Sandringham – Wed 11th May, 12:30**

Meeting in front of Visitors Centre, Sandringham PE35 6AB

- **Cromer – Fri 13th May, 10:30**

Meeting in front of Cromer Pier, Cromer NR27 9HE

- **Breydon Water (Great Yarmouth) – Wed 18th, 13:00**

Meeting at the back of Asda Car Park, Werryman's Way, NR30 1SF

- **Wymondham – Fri 20th May, 10:30**

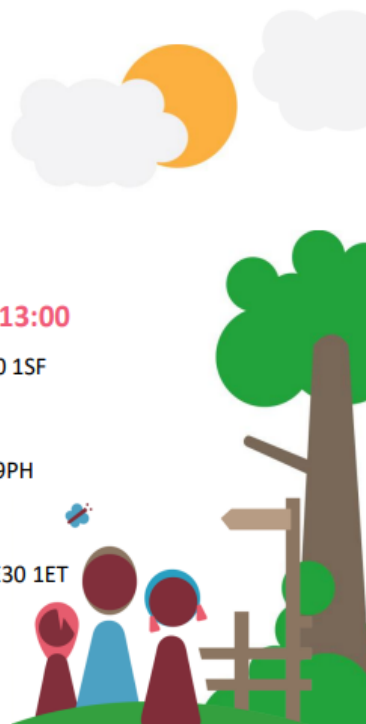
Meeting at Tiffey/Becketswell Car Park, Wymondham, NR18 9PH

- **Riverside King's Lynn – Fri 27th May, 12:30**

Meeting behind The Customs House, 1 King St, King's Lynn PE30 1ET


- **Eaton Park (Norwich) – Mon 30th May, 10:30**

Meeting at the bandstand, Norwich NR4 7AU



 facebook.com/WellbeingNorfolkandWaveneySocials

 twitter.com/WellbeingSocia1

 socials@wellbeingnandw.co.uk

CARE FOR CARERS

Carers Group Support Association

TOGETHER WE ARE STRONG



“Carers Information Day”

Organised by Care for Carers

with

Norfolk and Suffolk NHS Foundation Trust

at

The Norwich Forum

Millennium Plain, Norwich, NR2 1TF

Monday 13th June 9.00am till 3.00pm

Carers Week 2022

Come along, meet people who offer,
Help, Information, and Advice for:
Carers, Young Carers, Ex-Carers,
Older People and the Lonely.

* * * * *

For more information call:

Care for Carers - 0300 777 8880

or

Email: info@careforcarers.org.uk

www.careforcarers.org.uk



Grants information

Citizen's Advice has provided a helpful website page overview of some of the support being offered by energy providers. If you're in debt to your energy supplier, you might be able to get a grant to help pay it off. The following energy suppliers offer grants to their customers:

British Gas Energy Trust – apply for a grant on the British Gas Energy Trust website <https://britishgasenergytrust.org.uk/grants-available/>

Ovo Energy Fund – apply for a grant on the Ovo Energy Fund website <https://www.ovoenergy.com/help/debt-and-energy-assistance>

E.ON Next Energy Fund – apply for a grant on the E.ON Next Energy Fund website <https://www.eonenergy.com/more-for-your-home/energy-fund.html>

EDF Energy Customer Support Fund – apply for a grant on the EDF Energy Customer Support Fund website <https://www.edfenergy.com/for-home/help-centre/faq/extra-support-when-you-need-it?steps=23147#chapter-23146-6>

Octopus 'Octo Assist Fund' – apply for a grant on the Octopus website <https://octopus.energy/blog/struggling-to-pay/>

If you can't get a grant from your supplier, check if you can get a grant from the British Gas Energy Trust. These grants are available to anyone – you don't have to be a British Gas customer.

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

If you are supporting an older person (of/over state retirement age) don't forget the Friends of the elderly charity grants. Friends of the Elderly provides small grants (normally up to £400) to older people. Financial support grants are for help with unexpected bills and large costs such as utility bills, funeral costs for loved ones, moving fees etc.

<https://www.fote.org.uk/our-charity-work/grants-2/>



Community Transport and wheelchair grants

Community Transport

Through this new grant programme, Motability aims to help charities and organisations to make an immediate impact for disabled people, by awarding funding to develop, expand and improve community transport options. They are focussing the grant making for this programme on:

- Funding support for staff or volunteer training and costs.
- Funding to increase the number of vehicles available in the community to help organisations support disabled people.
- Funding local, regional, or national initiatives to increase awareness of community transport and influence its inclusion in transport strategy and policy.
- Funding to schemes, programmes and initiatives that already exist, and who provide best practice solutions, but need further support to remain operational or scale up the service they can provide to help more disabled people.

If any of the above are relevant to your charity or organisation, please take some time to read further down this website page and review the documents included within the guidance for applicants' section below.

Disabled people make 38% fewer journeys than non-disabled people every year – a figure that has not changed in a decade. To help address this problem now, charities and organisations working in Community Transport sector can apply for grants from £100,000 to £4 million at any point over the next three years.

<https://www.motability.org.uk/charitable-grants/grants-to-charities-and-organisations/community-transport-grants/>

Wheelchair Sector Grant Programme

Through this new grant programme, Motability aims to support charities and organisations to make an immediate impact for disabled people, by awarding funding to improve and expand their access to good quality affordable wheelchairs. They are focussed on awarding grants in this area on:

- Funding to fill current gaps in provision for groups of people who are excluded from receiving help from existing sources/providers.
- Funding to enable charities and organisations to help individuals by topping up

self-funding.

- Funding raising awareness of the challenges faced by disabled people in obtaining suitable, quality and affordable wheelchairs.
Funding programmes to help fund high quality and affordable equipment.
- Funding to schemes, programmes and initiatives that already exist, and who provide best practice solutions, but need further support to remain operational or scale up the service they can provide to help more disabled people.

Please note, these grants are for charities and organisations only. Individuals cannot apply for help with wheelchair funding through this grant programme.

If any of the above are relevant to your charity or organisation, please take some time to read further down this website page and review the documents included with the guidance for applicants' section below. For people who use wheelchairs, they are necessary for access to basic mobility, and challenges to accessing appropriate, quality and affordable wheelchairs can have a severe and longstanding impact on the lives of disabled people and their ability to access and use all forms of transport.

<https://www.motability.org.uk/charitable-grants/grants-to-charities-and-organisations/wheelchair-sector-grant-programme/>



Independent Age- Benefits advice

With the cost of living rising, it's worth checking whether you qualify for extra support. A lot of people miss out on money they are due. To make sure you're not one of them,

take a look at all the advice and resources on the website to learn how you can boost your income in 2022.

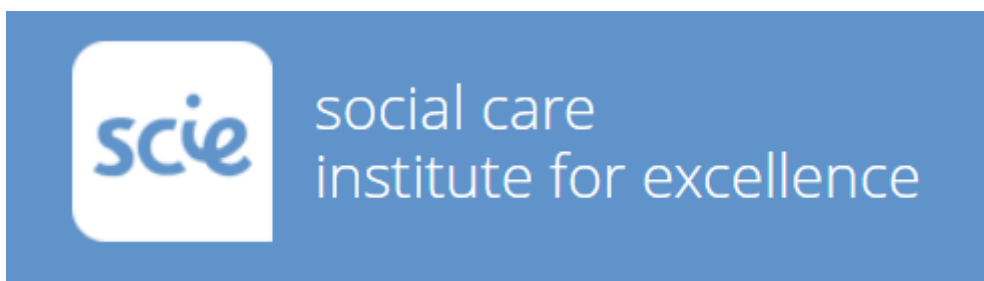
[https://www.independentage.org/get-advice/money/benefits?ct=t\(EMAIL_CAMPAIGN_APRIL_2022_PENSION_CREDIT\)&goal=0_7685579e01-e6b6f5538d-158438693&mc_cid=e6b6f5538d&mc_eid=47b4d4f547](https://www.independentage.org/get-advice/money/benefits?ct=t(EMAIL_CAMPAIGN_APRIL_2022_PENSION_CREDIT)&goal=0_7685579e01-e6b6f5538d-158438693&mc_cid=e6b6f5538d&mc_eid=47b4d4f547)

Caring for someone

You may have gradually taken on caring responsibilities over time or suddenly found yourself caring for someone else. Either way, it's important to know your rights and the benefits, services, and help that may be available.

To find out more about how you can get support for yourself and the person you care for, look at-

https://www.independentage.org/get-advice/caring-for-someone?utm_source=Charity+-+all+supporter+comms&utm_medium=email&utm_campaign=570e04a26d-EMAIL_CAMPAIGN_MARCH_2022_HELP_FOR_CARERS&utm_term=0_7685579e01-570e04a26d-158438693



New quick guide: Supporting people who provide unpaid care for adults with health or social care needs

Carers are key members of the team around the person they support, but the role can significantly impact their life, health, and wellbeing. Good quality, consistent support is vital to enable them to continue their caring role.

This quick guide from SCIE, aimed at social care practitioners, highlights some of the ways this support can be provided. These include offering training and advice, support to remain in work, training or education, and regular breaks-

<https://www.scie.org.uk/carers/supporting-carers/quick-guide>



Support with paperwork for those who struggle to read

A commonly expressed concern by many professionals when working with vulnerable people is that “they need someone to help them with their paperwork”. Whilst there are services to help people with paperwork, it is not guaranteed that this will always be available at the time a resident needs it. It also places the individual in the position of needing to seek support on a more regular basis, which could leave them feeling more stressed, anxious, and worried. It could be useful to consider how to avoid being placed in this position in the first place.

One in six adults struggles with reading. Research shows that when people read for pleasure they benefit from far greater opportunities in everyday life, education, and employment. The Norfolk Reading Pathway is a free programme which is available across Norfolk and is open to any adult who would like support to become a more confident reader. They match learners with one of the volunteer coaches and they work through the ‘Yes we can read’ handbook together. Coaching sessions are usually weekly for up to an hour. The Pathway is available in all Norfolk Libraries. If you know someone who needs support or would just like to find out more, contact your local library or email nrp@norfolk.gov.uk.

<https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/norfolk-reading-pathway>

Through the Adult Learning team, you can join one of their courses at any time. There are flexible study options – learn in the classroom or online.

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

If you are working with an individual where they have a learning disability and a formal qualification course is not an appropriate first option, they may be interested in an independent living skills course, which is also run by Adult Learning. Do also have a chat with the Adult Learning team about what might be the best course, so they can advise which would be best for your customer.

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



Opting out of unwanted mail and contact from organisations

We all get paperwork we never requested or wanted. This is better known as “junk mail”. You can opt out of receiving this.

The MPS Consumer File is a list of names and addresses of consumers who have told us they wish to limit the amount of direct mail they receive. The MPS will prevent the receipt of unsolicited direct mailings sent from member companies of the Data & Marketing

Association and they will take steps to prevent the receipt of unsolicited direct mailings from companies which are non-DMA members. It will not stop mail that has been sent from overseas, un-addressed material or mail addressed to The Occupier. You can expect to continue to receive mailings from companies with whom you have done business in the past. You may also receive mailings from small, local companies. If you wish these mailings to be stopped, you must notify these companies directly. It will take up to 4 months for the Service to have full effect although you should notice a reduction in mail during this period.

Registering with the MPS is FREE

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

The Fundraising Preference Service is a website-based service that can help members of the public control the communications they receive from charities. By registering your details with the Fundraising Preference Service, you can choose to stop email, telephone calls, addressed post and/or text messages addressed to you personally from a selected charity or charities.

Please visit the FRS website <https://www.fundraisingregulator.org.uk/fundraising-preference-service> or call their helpline on 0300 3033 517.

https://personal.help.royalmail.com/app/answers/detail/a_id/293/~how-do-i-opt-out-of-receiving-any-leaflets-or-unaddressed-promotional-material%3F

You can ask a business or organisation to only send you essential news and information and ask to be opted out of any marketing or other non-essential contact. You can ask them if they can send information to you in another more suitable format.



Priority Services Register

The Priority Services Register is a free support service to help people in vulnerable situations. Energy suppliers, network operators and water companies (including Anglian Water) offer it. Each keep their own register. You need to contact the company directly to sign up.

You could benefit if you-

- have reached your state pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have children under 5
- have extra communication needs (such as if you don't speak or read English well).
- You might still be able to register for other reasons if your situation isn't listed. For example, if you need short-term support after a stay in hospital.

Apply by contacting your energy supplier, network operator and water company. When you register for energy's Priority Services Register, your supplier can pass your details to your network operator to add you to their register too. It's a good idea to ask them to do this if

you rely on your energy supply for medical reasons. If you have a different supplier for your gas and electricity, you need to contact them both. You'll need to register again with any new supplier if you switch supplier.

Utility company can offer other support services, including financial assistance, for example Anglian Water's Extra Care Support which can help if you're finding it difficult paying your water bill. You can call 0800 232 1951 and see how they can help you.

Suppliers can offer free gas safety checks every 12 months. You can request a safety check if you get a means-tested benefit and either:

- live with a child under five years old
- live alone or with others and have reached state pension age
- live alone or with others and are disabled or chronically ill
- live with others who have reached state pension age or are disabled, chronically ill or under 18 years old.
- Landlords are normally responsible for keeping your gas appliances safe if you don't own your own home. Further information about landlord obligations is listed on the Health and Safety Executive website.

Free similar services to the Priority Services Register are available in the phone and public transport sectors. Ask your providers about them.

<https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register>



East of England Ambulance Service
NHS Trust

Community First Responders (CFR)

Community First Responders (CFR) are volunteers who are trained by the East of England Ambulance Service to attend certain types of medical based emergency calls in the area where they either live or work. The aim of a CFR is to reach a potential life threatening 999 emergency calls in the first vital minutes before the ambulance crew arrives.

Their role is to help stabilise the patient and provide the appropriate care and treatment until the more highly skilled ambulance crew arrives on scene to take over the more advanced care. The short time they are with the patient could potentially save a life.

The East of England Ambulance Service have volunteer vacancies across Norfolk due to some of our existing members progressing to full time employment within the trust as paramedics. No experience is necessary as full training is provided.

If you are interested in this worthwhile role to help and support your community, please email cfr@eastamb.nhs.uk with your name, address and a contact telephone number or go to the Trust website for more information <https://www.eastamb.nhs.uk/join-the-team/community-first-responders>



Funding for “care ready” homes

Care providers, housing associations and local authorities are being invited to apply for grants of £75,000 so they can test out with older people which technology tools and digital housing services work best for them and explore why.

A wide range of organisations, including providers of social housing, supported living services, grouped living schemes and step-down dwellings that support reablement are all eligible to apply for funding to become demonstrator sites, as are those that support older people to live independently at home.

For further details on how to apply, visit <https://dunhillmedical.org.uk/apply-for-funding/>



Friends Against Scams update

Rogue traders were forced to adapt their techniques during the pandemic, as door-to-door visits became increasingly difficult. Many of these traders moved to approaching people online, either through trader websites or on social media sites, primarily Facebook. The team are aiming to spread awareness both on social media, and on ground level, of these tactics – your help would be much appreciated as always.

A recent Office for National Statistics report shows that fraud now accounts for 40% of all crimes recorded. Scammers have exploited our fear and confusion, whether by impersonating the government to offer fake COVID-19 grants, setting up fake NHS websites to steal card details, or posing as delivery companies to target online shoppers. Which? reveals what the latest data from Action Fraud tells us about fraudsters' tactics and the 12 emerging threats we all need to watch out for-

https://www.which.co.uk/news/2022/03/the-12-emerging-fraud-threats-to-watch-out-for/?utm_medium=email&utm_source=engagingnetworks&utm_campaign=ScamAlert240322&utm_content=Scam+alert+240322

Please see some of the doorstep crimes posters below-

BEWARE OF DOORSTEP CRIME.



Criminals are adapting!

- There are many websites where you can post specific jobs that they need doing in the home, such as a new driveway or roof.
- Tradespeople can quote for individual jobs through these websites.
- Rogue traders are going online to target people with fraudulent quotes, demanding money up front and then not delivering the service!



**If you're not sure,
research more!**



To report a scam, contact:
Action Fraud on 0300 123 2040

For advice on scams, contact:
Citizens Advice on 0808 223 1133

**NATIONAL
TRADING
STANDARDS**

Scams Team

TAKE A STAND AGAINST DOORSTEP CRIME.



Are you looking to hire a tradesperson?

- Rogue traders have adapted to operate online by creating fake profiles to target consumers.
- Check with your local authority's **Buy With Confidence** scheme to find a trader.

**If you're not sure,
research more!**



To report a scam, contact:
Action Fraud on 0300 123 2040

For advice on scams, contact:
Citizens Advice on 0808 223 1133

**NATIONAL
TRADING
STANDARDS**

Scams Team

SAY NO TO DOORSTEP CRIME.

Are you a target?

Criminals won't approach your home if you make it clear that they are not welcome.

- Doorstep cameras and video doorbells have been proven to put off rogue traders
- You can create your own 'No Cold Calling' signs, request one from your local authority trading standards team, or downloaded from:

www.FriendsAgainstScams.org.uk/NCC

**If you're not sure,
don't open the door!**



To report a scam, contact:
Action Fraud on 0300 123 2040

For advice on scams, contact:
Citizens Advice on 0808 223 1133

**NATIONAL
TRADING
STANDARDS**
Scams Team

Become a Befriender

Help tackle loneliness and isolation in your local area



Make a difference in your community by providing company, friendship and support for those who really need it



Having a cup of tea together



Going out for walks



Helping them join clubs or groups



Chatting on the phone



Building their confidence



Making new friends

Can Connect

is a project set up to reduce loneliness and isolation in North Norfolk.

To enquire about befriending go to canconnect.org.uk/volunteer or call Natalie or Karl directly on:

Natalie – 07494 577 662

Karl – 07944 758 539





Mental Health Awareness week

This year, Mental Health Awareness Week will run from 9th to 15th May. This annual event, which focuses on improving good mental health across the nation, is hosted by the Mental Health Foundation.

This year's theme will explore the impact of **loneliness** and how we can tackle it, following recent research by the Mental Health Foundation that showed that many people have increasingly been suffering from feelings of isolation and loneliness which has led to harmful consequences. They also discovered an increased demand from the public to see loneliness being addressed as a serious topic requiring urgent action.

They would love your support during the week to help spread this important message across your channels and beyond. Campaign assets can be downloaded from the Campaign Resource Centre and they will send further updates nearer the time along with a new Mental Health Awareness Week 2022 toolkit.

If you require further information at this stage, please contact campaigns@dcms.gov.uk

<https://mentalhealth-uk.org/get-involved/mental-health-awareness-days/mental-health-awareness-week/#:~:text=Mental%20Health%20Awareness%20Week%20is,%2C%20family%2C%20colleagues%20and%20communities.>



Creating Connections | Building Communities

Better Together Newsletter: Bringing Communities Together in Spring

Now that the government restrictions have eased, it's great to welcome people back to face-to-face groups. In the last three months the team of life connectors and volunteers' groups continued to organise some great initiatives and activities for people of Norwich, Great Yarmouth, Broadland, and South Norfolk, including:

- Welcome gifts for Ukrainian refugees
- Support groups for people experiencing depression, bipolar, M.E.
- Plans for the Queen's Platinum Jubilee
- The Better Together radio show

For the latest Better Together newsletter, please see this link-

<https://www.bettertogethernorfolk.org.uk/wp-content/uploads/2022/04/Better-Together-Newsletter-March.pdf>

HUNSTANTON

"Sunny Hunny" is an interesting town facing westwards over the Wash. As well as glorious sunsets, the cliffs stretching to the north are spectacular, made of carrstone with a chalky layer above. The red sandstone, getting its colour from a high content of iron, can be seen in many local buildings, including Sandringham church



At the highest point of the cliffs is the former lighthouse, now used as holiday accommodation. Charles II gave consent to a John Knight to build a light "upon the Hunston-cliffe or chappel lands" to guide ships safely into the Wash to Kings Lynn. The "chappel" refers to St Edmund's Priory, probably built by the monks of Bury St Edmunds in medieval times, centuries after the legend of St Edmund had taken root.



One story is that the teenage Edmund, heir to the throne of East Anglia had planned to sail up the river Waveney to Thetford be crowned king but was blown off course around the coast of Norfolk to land at St Edmund's Point, just beneath the site of the lighthouse.

Some 15 years later he has killed by Viking invaders and became a martyr and the first patron saint of England.

Hunstanton has been the home of the LeStrange family since before the Domesday Book and they have left their mark on the town. In fact, Henry L'Estrange Styleman LeStrange decided to develop the land south of Old Hunstanton as a seaside bathing resort, complete with a pier, much loved by the Victorians. He also invested in a railway line from Kings Lynn and continued by his son Hamon, the town grew quickly.

The family has lived at Hunstanton Hall for centuries. In the 18th century Dame Armine LeStrange was Lady of the Manor. She was particularly fond of a beautiful Persian carpet. Before she died, she threatened her ne'er-do-well son that if he ever disposed of the carpet, she would return to haunt him. The son took the threat seriously and had the carpet nailed into a box and stored in the attic.



A couple of generations later, Hamon LeStrange's wife Emmeline discovered the carpet and charitably decided to cut it into pieces to give to the poor. Hamon remembered the curse and collected up all the pieces, but Armine was not appeased and now this ghostly grey lady walks the hall at night.

In the 20th century, literary figures including P.G. Wodehouse and L.P. Hartley were frequent visitors and used it as a model for several settings in their novels. It was Anchorstone Hall for Hartley and for Wodehouse, Aunt Agatha's country seat Woollam Chersey.

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.



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