



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

August 2024- Edition 60

Word from the Chair

I don't normally focus on a single group of services in the introduction to our newsletters, but a lot has happened in the last month regarding health and social care.

On 17 July, the King's speech announced: "My Government will improve the National Health Service as a service for all, providing care on the basis of need regardless of the ability to pay. It will seek to reduce the waiting times, focus on prevention, and improve mental health provision for young people. It will ensure mental health is given the same attention and focus as physical health."

The government had already started work. On 11 July the Secretary of State for Health and Social Care, Wes Streeting, announced an investigation of the issues facing the health service. It will be delivered in September and form the basis for a 10-year reform plan. The investigation will be undertaken by Professor Lord Darzi who delivered 'High Quality Care for All: NHS Next Stage Review' in 2008.

The language of the announcement is strong. Wes Streeting speaks of a "raw and honest" investigation that will deliver "the hard truths" and asks for nothing to be held back.

On 26 July the Government published a highly critical interim report on the Care Quality Commission (CQC) after significant failings were found in its effectiveness. It is unusual to publish an interim report, but the Secretary of State felt that he could not afford to wait to restore confidence in the CQC among care providers and the public and to take immediate action to boost oversight of it. Dr Penny Dash, chair of the North West London Integrated Care Board who produced the interim report has been asked to review has been appointed to review CQC assessments and all patient safety organisations will now be reviewed.

The failings included: 20% of organisations which the CQC has the power to inspect have not received a rating, and others having had long gaps between inspections; some inspectors have lack experience in the areas which they were inspecting, including hospitals and dementia; and there has been a lack of consistency in assessments. These are important because people depend in part on CQC information to decide where to receive treatment or to choose, for example, a care home for a loved one.

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.

Best wishes

Mary Ledgard
NOPSP Chair (Interim)

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Spotlight on Beccles

The next Norfolk Older People's Strategic Partnership (NOPSP) meeting will
be on Thursday 12th September 2024
School room, Diamond Centre, School Lane, Sprowston, Norwich, NR7 8TR

Topics will be Loneliness and Isolation

Further details to follow in due course.

Health

and care

National and Norfolk



Are You or Someone Close to You Living with a Terminal Illness?

Take part in a survey to share your experience to shape better care and support. Healthwatch Norfolk is working with NHS East of England and Marie Curie to understand more about the care and support available, with the results helping to shape future palliative and end of life care.

They want to hear from people who are:

- Living with a terminal illness
- Supporting or caring for someone with a terminal illness
- Have been bereaved in the last two years

You can complete the survey online now –

https://forms.office.com/pages/responsepage.aspx?id=w3XVNINxokq-M_Vi3m1j2WINhOQ9pshMvyZ4NcQh9TdUM0dPWjZYVzJRNE40QkJHWEpLTkQ2VDJSSi4u

You can call Healthwatch Norfolk on 0808 168 9669 (lines are open 10am to 4pm Monday to Friday) or email Healthwatch Norfolk on enquiries@healthwatchnorfolk.co.uk to arrange a time to take part in the survey by phone.

Marie Curie is also looking for people to take part in one-to-one interviews or group discussions about their experiences. Find out more about that and the overall project at -

<https://healthwatchnorfolk.co.uk/get-involved/aiming-for-the-best-experience-at-the-end-of-life/>

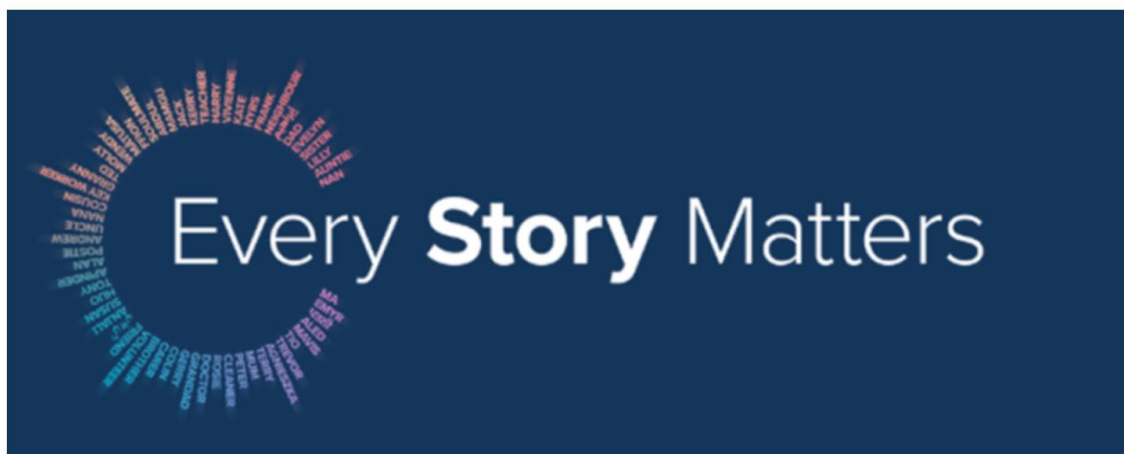
The findings and experiences will then be shared with those people in both Norfolk and the

wider East Anglia region who are responsible for making decisions about palliative and end-of-life care.

Find out more – visit the Marie Curie website <https://www.mariecurie.org.uk/who/what-we-do/east-of-england>

Read the Survey Participant Information Sheet -

<https://www.mariecurie.org.uk/globalassets/media/documents/who-we-are/east-of-england/survey-participant-information-sheet-for-lived-experience-in-the-east-of-england-research.pdf>



The national Covid-19 Inquiry is coming to Norwich to give Norfolk residents the opportunity to share their experience with the Inquiry in person and help inform its recommendations for making things better in the future.

Every Story Matters is taking place at The Forum in Norwich on Wednesday 7 August between 10am and 4.30pm. Attendees will have the opportunity to:

- Drop in and speak to Inquiry staff about Every Story Matters.
- Receive assistance in completing the Every Story Matters online form.
- Collect a paper form and printed information about Every Story Matters.

<https://covid19.public-inquiry.uk/every-story-matters/>

<https://covid19.public-inquiry.uk/every-story-matters-events/>

Information

and advice

Norfolk and National



Norfolk
County Council

Adult Social Services 5-year Strategy

Adult Social Care has the power to transform lives. Enabling people to live life to the full while maintaining their independence and control - things we all want in life. It provides care and support, safeguards for those who most need it, and increasingly supports carers who look after families and friends. Improving this preventative offer is fundamental in the vision to prevent, reduce and delay the need for formal care.

<https://www.norfolk.gov.uk/article/58679/Adult-Social-Services-5-year-Strategy>

Your Guide to Care and Support for Adults

The 2024 edition of 'Your Guide to Care and Support for Adults' has now been published. You can access it here - www.norfolk.gov.uk/careservices If you are unfamiliar with the guide, it contains lots of useful information to support people to be independent, resilient and well in Norfolk. There is information about how to get help and support, what kind of services are available and details of other organisations that can help. It is available free in libraries, GP surgeries and other places across Norfolk. If you would like to request a bulk order you can do so through our Health information leaflet service <https://brochure.norfolklivingwell.org.uk/>

Residents who are unable to access a copy through their local library or online, can order through our customer service centre 0344 8008020. You can view an online eBook or download a PDF edition through this link www.norfolk.gov.uk/careservices

Norfolk Library Service Bereavement Cafés



**Informal friendship groups for bereaved adults run by
Norfolk Library Service**

**A space to support each other and find
information about other services.**

Taverham - Mondays 11.00 —12pm

Caister – Mondays 11.30 – 1.00pm

Costessey Library - Mondays 5.30 - 6.30pm

Great Yarmouth Library -Tuesdays 10.30 - 12.00pm

North Walsham Library - 2nd Tuesday of the month 12.00 - 1.00pm

Cromer Library - Tuesdays 12.00 - 1.00pm

Sheringham Library - Tuesdays 1.00 - 2.00pm

Mundesley Library – Tuesdays 3.00 – 4.00pm

Hunstanton Library - 2nd & 4th Wednesday 2.00 - 3.00pm

Dersingham - Wednesdays 11.00— 12.00pm

(Continued overleaf)

Norfolk Library Service Bereavement Cafés Continued

Kings Lynn - Wednesday 5.30—6.30pm

Aylsham Library - Thursdays 10.00 – 11.00pm

Gaywood Library – Thursdays 11.00 -12.00pm

Dereham Library –Thursdays 11.30 - 1.00pm

Downham Market Library –Thursdays 12.30 -1.30pm

Gorleston Library – Thursday 2.30 – 4.30pm

Holt Library - Fridays 11.00 -12.00pm

Martham Library - Fridays 12.30—2.00pm

Sprowston Library – Fridays 1.00 – 2.00pm

Bus Passenger Figures Continue to Rise Across Norfolk

There were more than 6.9 million journeys taken by bus during April, May and June 2024 compared to 6.1 million for the same period in 2023. This follows the figures released in April which confirmed an annual rise of 16% for April 2023 to March 2024. It's now two years since Norfolk County Council received £49.55m of funding from the Department for Transport (DfT) to improve bus services across the county and increase the number of journeys made by bus.

<https://www.norfolk.gov.uk/article/60892/Bus-passenger-figures-continue-to-rise-across-Norfolk>

Norfolk Car Free Day

Join on Sunday, 22 September for Norfolk Car Free Day 2024. This annual event not only promotes sustainable transportation but also transforms our streets into vibrant community spaces, with the hope this may lead to longer term behaviour change. Norfolk Car Free Day encourages a shift towards more sustainable living and offers a unique opportunity to reimagine our streets. Whether you want to host a neighbourhood party, create a playful environment for children, or simply enjoy the tranquillity of a traffic-free day, this event is for you.

All applications must be received by Friday 23rd August.

<https://www.norfolk.gov.uk/article/43418/Norfolk-Car-Free-Day>

International Welcome

The International Welcome drop-in sessions offer free advice and practical support to refugees, asylum seekers and migrants, and those with lived experience of migration into Norfolk. These sessions give an opportunity for people, along with those who support them, to meet each other, to get to know their local community, and access a wide range of help and support with professional partners.

What is offered at each of these drop-in sessions will be different, but will include a wide range of advice and support, including:

- Free activities and groups in the library
- Help with getting online with free Wi-Fi in the library, and other digital support such as sim cards and laptop loan.
- Access to library services, books in many languages and translations, and children's library
- Help with housing, employment, and health.
- Support for children - education and family life.
- Learning English and conversation groups
- Meeting people and local support groups
-

All this support is free, non-judgemental, and inclusive for all who need it. They will assist within library guidelines and signpost to other professionals if needed.

<https://www.norfolk.gov.uk/internationalwelcome>



Working Well Norfolk

Working Well Norfolk helps Norfolk residents living with long-term health conditions to start work and to stay in work. This includes mental health challenges or physical impairments.

Working Well Norfolk receives funding from the Department for Work and Pensions (DWP). We manage it and Seetec Pluss and Standguide Ltd. delivers it.

Employment specialists can give you one to one support to help you start sustainable employment. If you're unemployed, they will help you find sustainable employment.

They also offer in-work support if you are off sick or struggling in the workplace due to your disability or health condition.

<https://www.norfolk.gov.uk/article/42124/Working-Well-Norfolk>



CLIENT HARDSHIP SERVICE 

Are you worried about managing financially?

People struggle financially for many reasons.

We can support you to get back on track with information and guidance on a wide range of issues including money management and budgeting. We can also support you financially with essential household items.

You could be eligible if you fall into any of these groups:

- Working and receiving a means tested benefit
- Claiming benefits
- Disabled/pensioner
- Caring for someone

The fastest way to submit a request for support is online:
norfolk.gov.uk/chs or call 0344 800 8020
To discuss an open application, call
01603 306131 option 1

Consumer Scam Alerts

Text messages claiming to be from 'Three'

Trading Standards are warning residents who are Three customers to be alert for scam text messages that are circulating. The messages claim that you have 'Three points' that will expire in '3 working days'. The message then provides a link to 'redeem the points for available rewards in time'.

These messages are not from Three and anyone following the link will be taken to a website which will attempt to gather personal, account and financial details. This warning follows similar text circulating within the last month which made the same claims for Vodafone customers.

Suspicious or scam text messages can be reported by forwarding the message to 7726. More information on this free reporting service and how to forward messages from your device is available on the Ofcom website - <https://www.ofcom.org.uk/phones-and-broadband/scam-calls-and-messages/7726-reporting-scam-texts-and-calls>

If you think you have interacted with a scam message and provided scammers with your financial details you should contact your bank immediately on a number you know to be correct, such as the one on the back of your bank card.

Telephone cold callers claiming to be a 'Local Health Worker'.

Trading Standards are warning Norfolk residents about telephone cold calls during which the caller claims to be a 'medical practitioner working in your area' or a 'local health worker'. The cold caller states that the call recipient is entitled to a free medical alert device due to being 'over 70 or having health issues'. They then attempted to gather personal and financial information to 'register the device'.

Advice is always be very wary of any approach made in a telephone cold call and **never** give or confirm any personal details, make purchases or agree to someone visiting your home if approached in this manner.

Telephone cold calls claiming to be from 'Amazon'

Residents are warned to be on their guard for telephone cold calls claiming to be from 'Amazon'. This follows a report from a resident who received an automated cold calling stating that '£1,000 has been charged to your Amazon account' and giving the instruction to 'press 1 to speak to the Amazon fraud team'.

Previously, where residents have interacted with calls received, they have then been connected to a person who attempts to gather personal, account or financial details. These calls are a scam and are not connected with Amazon in any way. If you receive this or a similar call advice is do not interact with the call and hang up.

Amazon have put together some helpful tips on how to identify if a phone call is from them. This information can be found on the Amazon website -

<https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=G4YFYCCNUSENA23B>

Rogue buyers on Facebook Marketplace

Facebook Marketplace can be a great place to buy and sell goods and services, however, unfortunately the platform is also seen as a hunting ground for scammers. Scammers are there selling non-existent, fake and dangerous goods, but there are also there to try and prey on those selling products.

If you are selling on Facebook Marketplace, look out for these red flags:

- Refusing to meet up in person
- Moving conversations outside of Facebook Messenger
- Asking for items to be shipped before payment is received
- Buyers providing a prepaid shipping label
- Buyers overpaying then asking for a refund of the difference
- Messages claiming you need to pay a fee to 'upgrade your account'
- No profile picture
- Requests for your phone number or other personal information

Payment scammers pose as buyers who ask to purchase an item and claim to have sent a payment. They may send a counterfeit cheque, use a fraudulent payment method, or claim to have overpaid and request a refund for the excess amount.

Home Repairs or Improvements? Make sure you #CHECK

If you looking to have work done on or around your property our advice is always to only use reputable traders you have chosen yourself.

This follows recent incidents reported where Norfolk residents have placed adverts for home improvement or repair work on online sites that share these details allowing traders to respond. Unfortunately, in these cases, residents have ended up being pressured into having more work done than was needed, handing over money for work that has not been completed or work which has been done to a poor standard.

When planning work remember to think **#CHECK** when choosing a tradesman or business for the job:

- **Compare** - Speak with multiple tradespeople to compare. Get at least three quotes. Check with friends and family for recommendations or find a Trusted Trader - <https://trustedtrader.team/Norfolk/> Norfolk Trusted Trader is the only trader scheme from Norfolk County Council with members who have been Trading Standards Approved, helping you to choose with confidence and supporting local businesses
- **History** - Ask for the traders' references, recommendations and reviews and make sure you check them out.
- **Establish the details** - What work will be carried out? When will it start? Who will be doing the work? How much will it cost? Remember that a quote is more binding than an estimate
- **Contract** - Ensure everything is recorded and ask for a contract for the work
- **Keep all the paperwork** - This may be needed should anything go wrong

Employment scams

Trading Standards are warning residents about scam adverts and messages claiming to be offering employment opportunities. Adverts will often be placed on social media and messages are often sent by text or on WhatsApp.

If contact is made the scammer will start by asking for personal information 'to confirm identity', may ask for a CV to be sent or will send a questionnaire to complete.

Providing too much personal information can put you at risk of further scams or identity theft, you should be very wary if asked to provide the following:

- Your full date of birth
- Full address
- Passport number
- Driving licence number
- National Insurance number
- Bank account details

Other employment scams may ask for fees to be paid upfront to cover administration, background checks or travel.

Scam Callers Claiming to be Police Officers

Trading Standards are highlighting a warning from Norfolk Constabulary for residents to be aware of telephone scammers pretending to be police officers after recent reports from residents in the Watton, Great Ellingham, Attleborough and Necton areas.

During the call, the cold call claims there are issues with their bank accounts and that the resident needs to transfer funds to a 'safe account' to prevent further loss. Sadly, in one case a victim lost £8,000.

If you receive this or a similar call **do not** engage with the call in any way, **hang up** and then contact Norfolk Police on **101**, if possible, on a different phone.

If you believe a crime is in progress, always call **999**.

Emails Claiming 'Suspicious Virus Detected'

Trading Standards are warning residents about several scam emails circulating claiming that a 'Suspicious Virus Detected' on your device. It goes on to state that 'it may soon corrupt your sim card, data, photos and contacts if no action is taken'. The emails are often

branded with names like Google or Apple. Anyone following the link will be taken to a phishing website which will attempt to gather personal and financial information. Advice is **always** to be wary of claims made in unexpected email approaches and **never** click on links or open attachments if approached in this way.

You can report scams to the Citizens Advice -

<https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/>

Or you can report a scam to Action Fraud, the UK National Fraud office -

<https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime> or by calling 0300 123 2040.

https://www.norfolk.gov.uk/43618?utm_campaign=213736_Consumer%20Alerts%20Thursday%202011%20July

Adult Learning

Norfolk County Council are excited to announce a variety of courses available at Norfolk County Council Adult Learning. Below is a full list of courses coming up in Libraries in Breckland & the West.

To book a course or for more information, please visit www.norfolk.gov.uk/adultlearning and search for the course code. Some courses may have fees, but funding and support options are available. Check the website for detailed information.

Norfolk County Council Adult Learning - King's Lynn & Online courses

To book one of these courses, or for more information, visit www.norfolk.gov.uk/adultlearning and search for the course code. Fees may be applicable for some of these courses, however funding and other support may be available, please check the website for details.

Course Code	Course Title	Start Date	End Date	Start Time	End Time	Day(s)	Venue
FSXEW0124Z	Functional Skills English Classroom	09/09/2024	02/12/2024	12:30 PM	3:30 PM	Mon	King's Lynn Library
FSXMW1624Z	Maths Functional Skills Mixed Levels	09/09/2024	20/11/2024	9:30 AM	12:00 PM	Mon Wed	King's Lynn Library
FSXMB1024Z	Maths Functional Skills Blended	09/09/2024	18/11/2024	6:00 PM	9:00 PM	Mon	Dereham Library
BSLAB3124P	British Sign Language Intermediate	11/09/2024	29/01/2025	10:30 AM	12:30 PM	Wed	Attleborough Library
FSXMS1224Z	Maths Functional Skills Blended	11/09/2024	20/11/2024	1:30 PM	4:00 PM	Wed	Attleborough Library
ESXEB0224Y	ESOL Enrolment Session	13/09/2024	13/09/2024	9:30 AM	12:00 PM	Fri	Thetford Library
ESXEB0224Z	ESOL Mixed Level	20/09/2024	13/12/2024	9:30 AM	12:30 PM	Fri	Thetford Library
ESXEB0224Z	ESOL Mixed Level	20/09/2024	13/12/2024	9:30 AM	12:30 PM	Fri	Thetford Library
PF3S0124AL	Level 3 Award in Paediatric First Aid	21/09/2024	21/09/2024	9:30 AM	4:30 PM	Sat	Thetford Library
ENGAW0024P	Confidence to Speak Up	23/09/2024	21/10/2024	10:00 AM	12:00 PM	Mon	Gaywood Library
ARTAB4124P	Digital Photography - Ways of Seeing	26/09/2024	24/10/2024	1:00 PM	3:00 PM	Thu	Dereham Library
TECAW0124P	ICT For Beginners (West Project)	01/10/2024	22/10/2024	10:00 AM	12:00 PM	Tue	King's Lynn Library
PF3B0124AL	Level 3 Award in Paediatric First Aid	09/10/2024	10/10/2024	6:00 PM	9:00 PM	Wed Thu	Dereham Library
ENGAW0124P	Improve your Reading	04/11/2024	09/12/2024	10:00 AM	12:00 PM	Mon	Gaywood Library
TECAW0024P	ICT for Improvers (West Project)	05/11/2024	26/11/2024	10:00 AM	12:00 PM	Tue	King's Lynn Library
ENGAW0324P	Improve Your English	08/11/2024	07/03/2025	10:00 AM	12:00 PM	Fri	King's Lynn Library
FAMAW0424P	Read to Succeed	14/11/2024	05/12/2024	3:30 PM	4:30 PM	Thu	Gaywood Library
ESXEB5024Y	ESOL Enrolment Session	20/12/2024	20/12/2024	9:30 AM	12:00 PM	Fri	Thetford Library



The Office of the Police and Crime Commissioner for Norfolk Wants to Hear From You!

This is an opportunity for you to express your views and experiences around the main issues relating to community safety and serious violence in Norfolk. This survey is being undertaken to help inform how effective the initiatives funded through the Safer Streets Fund have been and to understand what crime and anti-social behaviour issues that impact upon you. They also want to hear views on serious violence to support Norfolk's Serious Violence Duty strategy as it develops.

Please take part in the survey now: <https://www.smartsurvey.co.uk/s/368FE5/>

They want to hear from as many residents of Norfolk as possible so please share this opportunity widely.



The Office of the Police and Crime Commissioner for Norfolk wants to hear from you!

This survey is an opportunity for you to tell us your views and experiences around the main issues relating to community safety and serious violence in Norfolk.

The survey will take around 10 minutes to complete. Please share:



The survey will close on 2 August 2024.

SIGN UP TO NEIGHBOURHOOD WATCH IN YOUR LOCAL AREA

Norfolk police are actively working with Neighbourhood watch schemes near you



Join today selecting from one of the three options:

Individual member

Giving you all the benefits of being part of the neighbourhood watch movement

Scheme member

Meaning you are part of the scheme in your local area, providing you updates from the scheme coordinator

Co-ordinator

Meaning you can set up your own scheme in your local area

When signing up make sure you opt in for police updates



SIGN UP



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



Training Courses

EAAA aim to ensure any patients in East Anglia suffering an out of hospital cardiac arrest receive quality early CPR from the public and professionals to provide the best possible patient outcome. We offer; Resuscitation Council UK standard Advanced and Immediate Life Support training for paramedics, doctors, nurses and other clinicians, and community CPR sessions teaching basic CPR and how to use a defibrillator for groups, suitable for ages 8 years+.

<https://www.eaaa.org.uk/our-work/first-aid-training>

Take back control of your energy bills

**Are you worried about energy prices?
Groundwork East's Green Doctor service is here to help you save energy and tackle your bills.**

Register for a free consultation for help with saving energy, installing energy efficiency measures, and accessing financial support.

Who is eligible?

Our free impartial advice is available to a wide range of people in **Norwich**. Many people are struggling for the first time this year, don't be shy about reaching out for help.



**Stay Warm.
Stay Well.**



Cadent
Foundation

Supported by:



NORWICH
City Council

In the UK, changes to energy prices and ongoing financial hardship have left many struggling. If you are worried about your bills, you're not alone, and we might be able to help.

You may need support if any of the following sounds familiar:

- + Wearing coats and hats indoors
- + Staying in bed to keep warm
- + Feeling that your home is cold, damp or draughty
- + Respiratory problems e.g. asthma or persistent cough
- + Energy bills that feel too high
- + Owing money to energy suppliers
- + Feeling confused by energy bills
- + Choosing between eating and heating

We can help install simple energy saving measures and work with you to identify financial support and savings.



Scan here for more information

Find out about our Green Doctor service in Norwich:

www.groundwork.org.uk/stay-warm-stay-well/

CALL: 07736 132293

greendoctoreast@groundwork.org.uk

**Stay Warm.
Stay Well.**



Cadent
Foundation

*Green Doctor is provided by
Groundwork East, the community charity.
Charity Registration No. 293141*

A guide to our services



Supporting people with hearing loss
and related conditions



Hear for Norfolk is a registered charitable company dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions. To achieve our purpose we provide practical and emotional support, clinical services, and advice and information through a range of community based services.

There are an estimated **201,500** people with hearing loss in Norfolk (2019 ONS). This equates to **22%** of the Norfolk population, **5%** higher than the incidence in the UK population. Many can feel isolated and lonely, and unable to communicate with friends and family as easily as they would like.

Many people that we help live in rural communities, with scarce access to services or transport. Some are very vulnerable, have mobility problems, are housebound or live in care homes.

We have developed our services in a way that we can take them close to where people live and provide the support and assistance that is responsive to people's needs, is accessible and is delivered by a team of highly trained, experienced, empathic, and professional staff and volunteers.

Why our services are needed:



There are **12 million** adults in the UK with some degree of hearing loss. This is equivalent to **one in five** adults.



Hearing loss is **socially isolating**, is linked to loneliness, depression, anxiety and causes communication difficulties.



6.7 million could benefit from hearing aids but only about **2 million** people have them, and approx. **1.4 million** use them regularly - **30% of hearing aids are unused!**



People with mild, moderate, or severe hearing loss are respectively two, three or five times **more likely to develop dementia** than those with full hearing.



Estimates suggest that by **2035**, about **15.6 million** people in the UK will have hearing loss – an increase of approx **30%**.



Hearing loss is the second most common **disability** – however, often a hidden one.

NICE Guidelines state that hearing aids are the primary management option for permanent hearing loss.

We currently provide the following services:

Aural Care Service offers ear wax removal treatment using the Microsuction technique (safest and most effective method of ear wax removal), performed by fully trained, registered, and experienced Nurses. The service is delivered through community-based clinics, mobile ear care clinic, and domiciliary and care home visits for patients that are housebound. People can be referred by their GP to this service or can self-refer and pay the £55 fee for the procedure.

Adult Audiology Service offers NHS funded hearing testing and hearing aids fitting service to people age 50+ with age related hearing loss. This accessible service is provided by trained, registered, and experienced Audiologists. The service is delivered from our community-based and mobile clinics and through domiciliary and care home visits for housebound patients. Patients registered with Medical Practices in the Central Locality of Norfolk & Waveney ICB (Integrated Care Board) can be referred to this service by their GP or can self-refer.

Hearing Support Service offers assistance to users of NHS hearing aids by providing routine maintenance and repairs of aids, and advice and information on assistive listening devices and communication strategies. The service is available from our community-based and mobile clinics, as well as domiciliary & care homes visits for housebound people. As part of this service, we offer **Ear Otoscopy**, aimed at screening individuals for the presence of ear wax. There is a charge of £10 for this screening.

Cuppa Care Project offers emotional, wellbeing and practical support, information and advice to members of the community who might experience loneliness or isolation, or who might require specialist practical support or advice. This service is led by Hear for Norfolk and delivered in partnership with a number of local organisations, including Vision Norfolk, the Wellbeing Service, Age UK Norwich, Norfolk & Waveney Mind and Age UK Norfolk.

Hearing Loss Awareness Training is available to organisations and individuals, and aims to increase the awareness and understanding about hearing loss, its causes, the impact it has on people, as well as provide strategies for improving the environment and communication with people experiencing hearing loss.

Volunteer and make a difference

As a charity, we rely on volunteers to deliver some of our services. Many of them have hearing loss themselves or have family members, friends or colleagues who are experiencing hearing loss, so they have a good understanding of the impact hearing loss has on people's wellbeing and quality of life.

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

Volunteers assist people with hearing loss by carrying out simple repairs, such as cleaning moulds, replacing batteries, tubes, hooks and filters, and ensuring people know how to use the hearing aid correctly and to understand the controls. They also provide emotional support, companionship, advice, and information to people with hearing loss, their family, friends, and carers.

All our volunteers enjoy excellent initial and ongoing training, ongoing support from our staff and paid expenses. The volunteer role is subject to an enhanced DBS check.

To find out more, please contact us by email at nda@hearforfolk.org.uk, call us on **01603 404 440** or download an application form from our website www.hearforfolk.org.uk.





Telefriends: A friendly listening ear for anyone experiencing sight loss in Norfolk. 📞

Have a weekly call with a Vision Norfolk volunteer. Talk about sight loss services and groups in your area or simply chat about what is going on in your life.

Free, friendly and confidential.

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

Telefriends
a friendly listening ear for anyone
experiencing sight loss in Norfolk

- Weekly call with a volunteer
- Information about local sight loss services and groups
- Chat about what is going on in your life
- free, friendly and confidential

Call us
01603 573000





Cat foster homes urgently needed

Can you support someone escaping domestic abuse by providing a loving foster home for their cat?

Cats Protection Lifeline is a free and confidential service that provides a temporary loving home for cats whose families are fleeing domestic abuse.

We urgently need more Lifeline fosterers in your area. Could you open up your home to help a cat in need?

All veterinary and food expenses are covered so there's absolutely no cost to you.



**To sign up as a foster carer, contact us on
0300 012 0283 or lifeline@cats.org.uk**

To find out more, scan the code or visit cats.org.uk/lifeline



Cats Protection is a registered charity 203644 (England and Wales) and SC03711 (Scotland).
A company limited by guarantee registered in England and Wales (06772997). Registered office:
National Cat Centre, Chelwood Gate, Haywards Heath, Sussex, RH17 7TT | LL_985 | East Anglia

Freedom A specialist service by



Foster a dog,
help a family
find freedom

All veterinary care and expenses are covered plus you'll be helping a dog and their family find freedom from domestic abuse. If you have time and experience of caring for a dog at home and want to find out more about the benefits of fostering a dog, we'd love to hear from you.

Find out more

-  **0808 196 6240**
-  **freedom@dogstrust.org.uk**
-  **dogstrustfreedom.org.uk**

National Domestic Abuse Helpline: 0808 2000 247

Dogs Trust is a charity registered in England and Wales (1167663), and in Scotland (SC053144), and a company limited by guarantee registered in England and Wales (09365971).

Visit our website



Photography by: Olivia Hemingway.

Empowering Communities

Connect • Collaborate • Champion



Community Action Norfolk (CAN) know that local charities, community groups and social enterprises underpin communities across Norfolk. Your tireless efforts, compassion and dedication make a world of difference to local people and places, making Norfolk a better place to live. But they also know that voluntary, community and social enterprises (VCSEs) are facing significant challenges – from decreasing volunteer numbers, to increased running costs, to adapting to new digital technologies. They want to hear from all network members, subscribers and contacts first-hand about your organisation’s greatest challenges and priorities for the year ahead. What aspirations do you have for your organisation? What barriers are in your way? What support would help you to thrive?

This survey will close at **5pm on Friday 6th September**.

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



**NORFOLK
AUTISM
PARTNERSHIP**

Autistic Adult Quick Reference Guide

This information sheet has been added to the Norfolk autism partnership website –

<https://www.norfolkautismpartnership.org.uk/wp-content/uploads/2024/07/Adult-Autism-Information-Sheet-v12.pdf>

Additional quick reference guide options are available for family and children, and those living in Waveney. They can be viewed using this link:

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

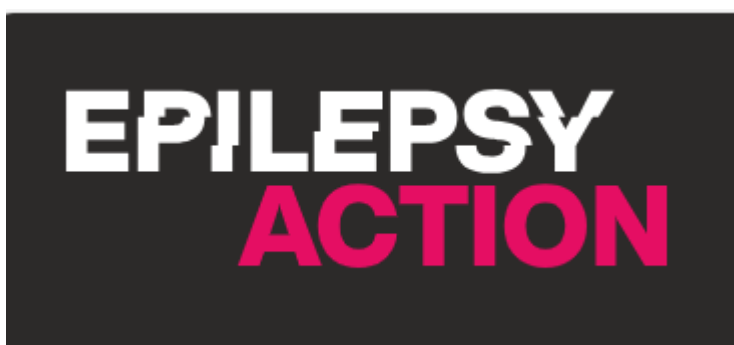
Self-Advocacy Booklet

This booklet has been designed by members of the Hear Me, See Me Voice Groups across the East of England. Sometimes due to being anxious about a situation you may find it very difficult to talk to a professional about the issue you have gone to see them about. You can use this booklet which details a variety of situations to make notes of what you may need to say or ask for when you are finding it difficult to think or speak. The information you write down in here may be useful for any situation you are in for example:

- Within a healthcare setting,
- Talking to your social worker
- Talking to a plumber if you have a water leak
- Getting ready for a meeting with your child's teacher
- Talking to your employer

It has been designed so that you can print out the page you need or you can print out the whole booklet. If you have prepared questions to ask the professional, print them out and take them with you just in case you are too anxious to speak. There are pages for you to write down your sensory differences so that you know what to ask for regarding reasonable adjustments –

<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fusercontent.one%2Fwp%2Fwww.norfolkautismpartnership.org.uk%2Fwp-content%2Fuploads%2F2023%2F12%2FSelf-Advocacy-Booklet-2.11.23.docx%3Fmedia%3D1697464569&wdOrigin=BROWSELINK>



You can instant message Epilepsy Action (they are live when there is a red speech icon at the bottom of your screen), phone their helpline on 0808 800 5050 or email your question to epilepsy@epilepsy.org.uk

Find out the latest information about face-to-face groups and how you can connect with other people affected by epilepsy.

<https://www.epilepsy.org.uk/support-for-you/talk-and-support-local-groups#row-fc-9>

The online Talk and support groups are a great way of connecting with others who have experiences of epilepsy, in a safe and relaxed environment. Browse different group themes below or join a general group today.

<https://www.epilepsy.org.uk/support-for-you/talk-and-support-virtual-groups>

Anyone affected by epilepsy who is over the age of 18 and lives in the UK can access the befriending service if they are feeling lonely, isolated, or just need someone to talk to. This includes people living with epilepsy themselves or their close family members.

You'll have the opportunity to

- Have a chat about what's going on in your life
- Build a connection with someone around shared interests
- Gain confidence and self-worth
- Build new social connections in your community

Register your interest and one of the befriending team will get in touch to find out a bit more about you and what you want to get out of the service. When you are matched you'll get a weekly call at the same time and day each week from your volunteer befriender. The calls typically last half an hour and you can chat about anything you like.

Your volunteer befriender will try and gently encourage you to make more connections, in your community or online, so that after 3 months when your befriending calls end you have other support networks to rely on.

<https://www.epilepsy.org.uk/support-for-you/epilepsy-befriending>



Expert Housing Advice Service (Formerly known as the National Homelessness Advice Service (NHAS))

This service is for professionals and volunteers. It is funded to deliver phone and webchat services to organisations in England that provide housing or homelessness advice to their service users. This includes organisations that provide debt and benefits advice to help improve their clients' housing situation.

They cannot provide phone and webchat services to organisations based outside England, companies that charge clients fees for advice or services, housing associations, community interest companies (CICs), tenant management organisations (TMOs) or private companies.

The online advice is available to anyone from any organisation. Get in touch by email at ExpertHousingAdviceService@shelter.org.uk or call an adviser 0300 330 0517.

Contact the expert housing advisers for help with cases like local authority homelessness applications and allocations of social housing, notices, and court action for eviction of tenants, poor housing conditions and disrepair, and problems during private tenancies.

https://england.shelter.org.uk/professional_resources/advice/housing



The British Red Cross Support Line

The British Red Cross Support Line is here for people in times of crisis. They provide a listening ear, information, and guidance on where to find the help you need. They also help people to find out what support services we provide and how to access them. Calls are free from most landlines and mobile phones. You can call the support line if you need:

- Support around a crisis event, e.g. house fire, flood, power outage.
- If you are affected by a crisis and unsure how to access help
- To connect with local services in your area
- Help and guidance around cost-of-living challenges

If you want to speak to someone about hiring a wheelchair, call 0300 456 1914.

Anyone in the UK can access the support line. This includes non-UK citizens like refugees and asylum seekers. They can provide support in over 200 languages. Simply call the line and say, "Can I speak to a translator?".

The support line provides a listening ear for people affected by a crisis. If you are struggling with your mental health or well-being they can put you in touch with specialist support. If you are experiencing a medical emergency, please dial 999.

Call the support line on 0808 196 3651 / <https://www.redcross.org.uk/support-line#what>



Independent Age

Helpline 0800 319 6789

helpline@independentage.org

Help with Forms and Advice Guides

If you'd like to speak to someone about your situation, the friendly Helpline advisers can offer information and support with forms.

They can help with forms including:

Pension Credit applications

Council Tax Reduction applications

Housing Benefit applications

Grant applications

Blue-Badge applications

For more information about any of the above, you can contact the Helpline team on freephone 0800 319 6789, email: helpline@independentage.org or via the web chat. The Helpline also offers a translation service if you need this. Our free guides and factsheets are full of information to help you boost your income, find the care you need, remain independent, choose the right place to live, stay connected with others, and more.

<https://www.independentage.org/get-advice/advice-guides-factsheets-leaflets>

Which?

Complete Guide to Alexa Devices

The complete guide to Amazon Alexa has all you need to choose the right Amazon Echo device and master the best Alexa commands and skills.

<https://www.which.co.uk/reviews/wireless-and-bluetooth-speakers/article/the-complete-guide-to-alexa-aWo9D2q8IWCZ>

Dating App Scam Warning

Romance scammers steal millions from victims by grooming them on social media, messaging services and dating apps. The National Fraud Intelligence Bureau, which analyses data for Action Fraud, has revealed there were 8,792 reports of romance fraud last year - an increase of nearly 10% compared to the previous year.

It also reported that victims of romance fraud lost almost £100m last year.

The financial loss doesn't account for the scale of damage a romance scam can cause — it can also have a devastating psychological impact on its victims.

<https://www.which.co.uk/news/article/the-psychology-of-scams-how-fraudsters-trick-their-victims-aS1r11C03ogX>

https://www.which.co.uk/news/article/dating-app-scam-warning-av1aQ4n52rdZ?utm_medium=email&utm_source=engagingnetworks&utm_campaign=supporters&utm_content=Scam+alert+110724+-+emoji



Helping People to Prepare for the Changes to UK Landlines

The UK's landlines are going digital, but what does this mean for you and the people you support? The UK's analogue landline service, also known as Public Switched Telephone Network (PSTN) is getting older and more expensive to repair. Work is underway to move all households to a new digital, internet based, voice service, known as Digital Voice, by the end of 2025. In this article they explain what impact this may mean for you and the people you support.

<https://network.goodthingsfoundation.org/resources/rural/helping-people-to-prepare-for-the-changes-to-uk-landlines>



'We Find Any Learner' are absolutely thrilled to announce that they are offering not one, not two, but THREE of their most popular online courses completely free of charge! Yes, you heard that right - FREE! – Understanding Autism Level 2, Mental Health First Aid Level 2, and Children and Young People's Mental Health Level 2.

But don't wait too long to register your interest, as spots are filling up fast. This is an incredible opportunity that you won't want to miss out on. You can easily sign up on the

website at www.wefindanylearner.com/book-online/ or by contacting the team at 01226 958888. All you need to do is meet a few simple criteria, including being at least 19 years old by August 31st, 2023, residing in England, and not currently enrolled in an apprenticeship program. Enrol today and let's make a difference together!

Haven't seen a course you like? Please visit <https://www.wefindanylearner.com/course-list/> for a full list of over 50+ free courses.



WheelPower are offering a range of free online exercise classes via Zoom throughout the week. From Yoga to adaptive Box Fit and dance -

<https://www.wheelpower.org.uk/activities/online-classes/>

Do you have a gas hob? Check if you are at risk of poisoning, burns, a gas leak or fire.

100,000 gas hobs sold in the UK may be fitted with a connector that is at risk of failing, whether the hob is in use or not.

You should check if you could be at risk **now**.



To check if you are at risk and arrange a free inspection and repair by a Gas Safe engineer, call 0800 208 1058, visit gashobsrepair.mktpoint.com or scan this QR code.

Affected UK gas hob manufacturers, working with the Office for Product Safety & Standards (OPSS), have undertaken a corrective action programme to repair the following gas hobs brands.

COOKOLOGY

Apelson

kitchenplus

electriQ

STATESMAN

caple

Swan
designed for life

SAMSUNG

COOKE
& LEWIS

belling

STOVES

Russell Hobbs

comfee



Nourishing Norfolk Growers

Nourishing Norfolk is about ensuring no one in Norfolk goes hungry, and it's also about *Nourishing* Norfolk with high quality, nutritious food so households can prepare healthy meals.

Providing fresh fruit and vegetables plays a crucial role in this support, but it can be a challenge for food hubs to source produce affordably, locally and seasonally.

Can you help by joining our Nourishing Norfolk growers?

Could you...

- Provide your excess fruit or vegetables if you have a glut in the garden or allotment?
- Sow extra plants at the end of your row, for your local food hub?

<https://www.norfolkfoundation.com/giving-and-philanthropy/back-our-key-initiatives/nourishing-norfolk/nourishing-norfolk-growers/>



People Needing More Intense Care and Support, Pushing Councils to Overspend

People needing more intense care and support after hospital, pushing local councils to overspend, according to a new survey. People are needing more complex care and support due to illness and disability, but local councils are struggling financially to meet people's higher-level needs says the latest annual survey from the Association of Directors of Adult Social Services (ADASS).

<https://www.adass.org.uk/people-needing-more-intense-care-and-support-pushing-councils-to-overspend-says-adass-survey/>

South Norfolk

Wymondham and Attleborough Talking Newspaper

Wymondham and Attleborough Talking Newspaper is one of several independently run Talking Newspaper (TN) groups in Norfolk, of which there are around 500 across the UK. A group of volunteers produce a local news and information service in audio format, currently published fortnightly, for blind and partially sighted people in and around Wymondham and Attleborough. The service is free and is also available to those for whom reading a newspaper is difficult because of a disability or health condition. They concentrate on local news for the area including Hethersett, Mulbarton, Bunwell, Hingham, New Buckenham, Old Buckenham, not forgetting Attleborough and Wymondham and the surrounding villages.

<https://watn.org.uk/>

North Norfolk



Age Friendly Community Work

Read all about the Age Friendly work North Norfolk District Council are doing –

<https://www.north-norfolk.gov.uk/tasks/health-and-wellbeing/age-friendly-north-norfolk/>

<https://www.north-norfolk.gov.uk/tasks/health-and-wellbeing/age-friendly-north-norfolk/>

The pilot area is in Sheringham, with ambitions to expand this out to towns and villages across North Norfolk.

To hear more about what Age Friendly Communities are, you can listen

to: <https://www.mixcloud.com/poppylandradio/community-connectors-catherine-van-battum-age-friendly-communities/>

West Norfolk



Scan to sign up to our workshop



What if everyone across Norfolk felt more prepared to help each other face serious illness, loss and bereavement?

Can you be a Compassionate Friend?

We all know people who are going through a difficult time due to ill-health, care-giving, loss or bereavement. We often want to offer support, but don't always have the words or know how we can help. Becoming a compassionate friend will help to build the skills and confidence needed.

Our workshops cover:

- Understanding what a compassionate community is
- Dispelling myths and taboos about death and dying
- Communication skills and how to use them effectively
- Practical ways you can support or the offer of a friendly ear to make a difference

Sign up to our free Compassionate Friends Skills Workshop here:
www.norfolkhospice.org.uk/compassionatecommunities
or call 01485 601700



Compassionate
Communities
Norfolk & Waveney



Planning for your future care:

None of us can predict what tomorrow may bring. Planning for the future is important for everyone regardless of their current health. It ensures everyone knows what you would want if you became sick enough that you couldn't speak for yourself.



It's a way to focus on the things that matter most to you **now** and how that informs your wishes and priorities when the time comes.



It will help you prepare for the future and inform those important to you of your wishes and choices.



It is entirely voluntary, can be written at any time and can be reviewed and changed at any time.

Come along to a free workshop to find out more...

Sign up on our website or scan the QR Code
www.norfolkhospice.org.uk/future-care-planning
or you can call us on 01485 601700



Plan for tomorrow, live for today...

Activities



Carer drop-in sessions

Sessions are open to anyone as an opportunity for people to touch base with the Carers Lead Team and share experiences. People do not need to attend every session or stay for whole sessions.

People who wish to talk in confidence can use the dedicated carers' email carersqaservice@nsft.nhs.uk.

Online on MS Teams every month

First Tuesday 7.30-8.30pm	Third Wednesday 10-11am	Fourth Thursday 6.30-7.30pm
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Click
to join

Click
to join

Click
to join



DATES

Tuesdays: 7 May, 4 June, 2 July, 6 Aug, 3 Sept, 1 Oct, 5 Nov, 3 Dec

Wednesdays: 15 May, 19 June, 17 July, 21 Aug, 18 Sept, 16 Oct, 20 Nov, 18 Dec

Thursdays: 23 May, 27 June, 25 July, 29 Aug, 10 Sept, 24 Oct, 28 Nov

MORE INFORMATION

For further carer support, events and activities see:

- SUFFOLK:
www.suffolkfamilycarers.org
- NORFOLK:
www.youngcarersmatternorfolk.org
www.carersmatternorfolk.org.uk



Chatter & Natter

Chatter & Natter tables are where customers can sit if they are happy to talk to other customers. Hundreds of venues offer Chatter & Natter tables, in cafes, pubs, libraries, hospitals – anywhere that people can sit and chat over a coffee.

<https://thechattycafescheme.co.uk/find-a-chatty-table>



Photo taken on our Carlton Marshes Wellbeing Walk

August Socials Update

It might be the summer holidays, but socials don't take a break! Wellbeing are continuing their walks around the county as well as other café meet ups and activities. You've also got a chance to try out role playing games with Dungeons & Dragons games running in Norwich- these are open to all, from complete beginners to dungeon masters! They're also pleased to announce that Re:Do have moved to a new accessible venue, so they look forward to even more people being able to join in crafting sessions!

All 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/>



TCV Conservation Volunteering Programme

From Mark Webster-

'Here we are in some sort of summer (extreme to extreme, soaking to baking) which means cutting and raking really takes centre stage for a while as we go all out to carry out vital management of the 5% of our wildflower meadows which remain after a century of intensive farming and development*. There's also still bracken (and even a little bit of balsam) to knock back lest they take over acres of beautiful and diverse habitats. Just for a bit of variety, we've also got a couple of days of ragwort pulling, whilst I (along with cinnabar moth caterpillars) love seeing ragwort in many places, we do need to remove it from some places where it threatens to stop the grazing by animals on which the whole grassland ecosystem relies – in this case parts of Bowthorpe's extensive and beautiful Southern Park.

So, we continue with dogged determination through the dog days of summer, buoyed up by the knowledge we are making a big difference in lots of different ways. Here's just one comment from someone passing by the wildflower area we created on Rouen Road: "I live just up there; it brings me so much joy. EVERYONE is talking about it, how much joy this brings them". Can't ask for more job satisfaction than that really! See our Facebook page for some photos – it really is a picture...

<https://www.facebook.com/login/?next=https%3A%2F%2Fwww.facebook.com%2Fgroups%2FTCVSouthNorfolk>

*If I ever get into power, one of my first acts will be to make it illegal to name a new Housing Estate something like "The Meadows" if that's what you have bulldozed to build it!

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

Norwich

Music and Movement Club Launches in Norwich



MUSIC & MOVEMENT

Join Age UK Norwich and Friend in Deed for a Fun-Filled Intergenerational Music & Movement with Glow-Worms Class!

DETAILS



Jubilee Community Centre,
Long John Hill, Norwich,
NR1 2EX



1st Tuesday of Every Month,
13:00 - 14:00

BOOK NOW



01603 496333



www.ageuknorwich.org.uk



@ageuknorwich


Corton House
Loving Care and Support




Norwich
ageUK
Improving the
quality of later life

Age UK Norwich, Registered Charity Number 1094623

JOIN US FOR



Walk, Talk & Tea

Join us for a delightful walk through the charming Norwich Lanes, followed by lively conversation and a scrumptious cream tea at the historic Maids Head Hotel.

It's the perfect way to explore the city, connect with others, and indulge in a tasty treat.

£6 per person
10:00 - 12:00
First Thursday of the month

Meeting point: Nelson Statue, Norwich Cathedral Grounds
A short walk followed by afternoon tea at the Maids Head Hotel

**First session of Walk, Talk and Tea is complimentary **



clubsandtrips@ageuknorwich.org.uk
Age UK Norwich, Registered Charity Number 1094623

MH
MAIDS HEAD
HOTEL

Norwich
ageUK
Improving the
quality of later life



Life Gardening with Nature Connect

Workshops to connect with nature as a way to help us reflect on, celebrate and make changes in our own lives – looking at your life like a garden, guided by seasonal themes.

When:

Summer: Fri 2nd August, 11.30am - 1pm

Autumn: Fri 27th September, 11.30am - 1pm

Winter: Fri 6th December, 11.30am - 1pm

Booking is essential. Please contact Lucy on **07719971911** or at **natureconnect@norfolkandwaveneymind.org.uk**





The Feed

Cook, Eat, Grow

These free sessions are about learning and teaching each other new cooking skills to produce healthy, varied meals with the food that they have in the Social Supermarket. This is open to members and their households and is suitable for children and adults. The Feed provide the ingredients and once they have cooked, you sit down together and enjoy the meal you've created. If you would rather take it home to eat, please bring a container. They are on the first and third Friday of each month from 12.30 – 2.30pm in the Community Café on Hall Road and commenced in February 2024.

To book your free place, email m-c@thefeed.org.uk or pop into the Social Supermarket and speak to any of the team - <https://thefeed.org.uk/our-projects/cookeatgrow>

First Steps

You will sit down with the Community Engagement Lead M-C on a 1:1 basis. They will be able to tell you about the support that is available to you, or that you are entitled to, to help you to eat well, live well and feel connected.

You can read about M-C and her role here: <https://thefeed.org.uk/about-us/news/meetmc> They receive funding to help run First Steps so there is no charge. At the session, the Community Engagement Lead worker will have a chat with you to find out more about your circumstances so that they know how best to support you. They will then be able to provide you with some

advice and guidance and make direct referrals into other support services, and into The Feed support programmes and activities that will help you to make improvements to your circumstances. In some instances, they can provide you with a voucher for our Social Supermarket to you can start using our shop. They can also tell you about other funding that might be available to help you, for example, if your boiler is broken or you're running low on electricity. If you want to know more, please email M-C@thefeed.org.uk or pop into the Social Supermarket and Community Café at 65 Hall Road, Norwich, NR1 3HL.

<https://thefeed.org.uk/our-projects/1ststeps>

Thrive

Thrive is for individuals who are looking to have a bit of one-to-one support to improve their sense of wellbeing. Maybe you feel a bit stuck in a rut? Maybe you want to get involved with activities within your community but lack the confidence to do this? Or maybe you just want to find a bit more direction in life? Thrive gives you a chance to have a chat with one of the support team about what your goals are in life and help you to explore any areas that may enable you to develop these and your wellbeing, at The Feed's hub on Hall Road which houses the Social Supermarket and Community Café and Kitchen.

Address: 65 Hall Road, Norwich, NR1 3HL.

In the initial meeting you will discuss your goals. They will then book five follow up one-to-one chats to continue to explore ways to improve your wellbeing. This may involve some activities to help you move forward and make positive steps with your goals. The Feed receive funding to help run Thrive so there is no charge. It will hopefully give you a chance to have some space to discover or re-discover your interests and give you a bit more of a sense of direction and purpose in life. If you are interested in the project, you can let them know in one of these ways:

Send an email to fran@thefeed.org.uk or come to one of the Wellbeing Wednesday sessions from 10.00-12.00 at The Feed's Community Café at Hall Road and say that you're interested in Thrive

Apply via the form below -

<https://thefeed.org.uk/our-projects/thrive>

Wellbeing Wednesdays

After a tough few years for so many people, it's more important than ever to look after ourselves. Every Wednesday from 10am to 12pm, The Feed invite you to join in The Feed's Community Café on Hall Road for a calm and relaxing midweek reset.

It's an opportunity to meet new people, have a chat and find out what is on in the local area to help with wellbeing too. There is no need to book, and these sessions are free. Just come along if you want to.

Drop an email to fran@thefeed.org.uk if you have any questions.

<https://thefeed.org.uk/our-projects/hallrdww>

Breckland

Thetford & District Dementia Support Group

Supporting and promoting wellbeing
for local people with a dementia
and their Carers.

We provide a Weekly Dementia Café
Every Friday from 10am – 1pm

At

Cloverfield Community Church
Yarrow Close
Thetford
IP24 2TZ

Free to Drop-in

Providing Information, Guidance and Support
As well as Games, Activities and Reminiscence

For more information

Call: 07542 866 519

Email: taddsgroup@hotmail.com

Or visit our website:

www.thetford-dementia-support-group.org

Thetford & District Dementia Support Group is a charity registered in England & Wales Registration Number:
1169626

family
action



Calling new and expectant Dads!

Family Action & Norfolk Community Foundation ESCAPE Dads Wellbeing Support Service invites you to come and join our Dad's group.

Email

Richard.Irwin@family-action.org.uk or
Tess.Cureton@family-action.org.uk

T: 079744 609 655

Family Action ESCAPE Project
ESCAPE Allotment, Tumbler Hill,
Swaffham, PE37 7JG

family-action.org.uk

Meeting one evening every week, at our ESCAPE allotment and discovery garden, you can:

- Improve your mental health
- Connect with nature,
- Increase self esteem and confidence,
- Share experiences and concerns in an open and calm environment,
- Meet new friends around the fire,
- Gain new skills – gardening, woodwork, and cooking in our pizza oven,
- Improve your physical health and fitness.



Did you know we run
Afternoon Events too? Visit
our website for more info!

FREE hot drink
and cake at
all events!



BRECKLAND CREATIVE SOCIALS

High-quality arts workshops for people aged 50+ in Breckland! Sessions offer an opportunity to improve wellbeing, try something new and meet others in a safe environment.

Want to come along?

All events are free to attend!

Booking is essential and spaces are allocated on a first come first served basis, so please book online or contact us in advance to book a place and let us know your access requirements.

Book a place now or find out more...

Visit ticketsource.co.uk/creative-arts-east

Call us on **01953 713390** or email

info@creativeartseast.co.uk or visit

www.brecklandartsforhealth.co.uk



See what's
coming up
overleaf!

Run by
professional
artists, sessions
can be adapted
for all abilities.

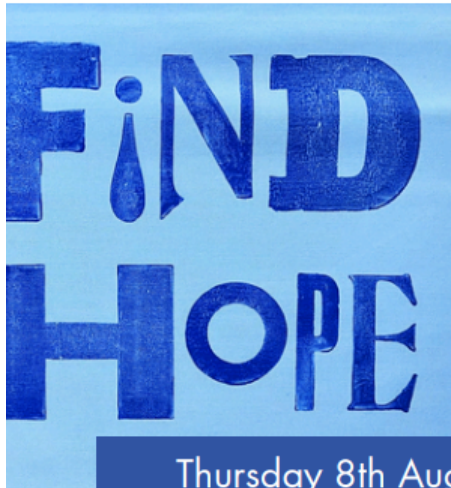


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**ARTS COUNCIL
ENGLAND**



Upcoming Creative Socials...

**FUN | FRIENDLY
ADAPTABLE | INCLUSIVE**



AUGUST 2024

Words of Wisdom - Letterpress Printing with Donna Thompson

Inspired by the thought provoking words of artist Corita Kent, create your own fabric banner as we print and share our collective wisdom with one another.

Thursday 8th August

Friday 9th August

Friday 16th August

Attleborough Town Hall 1-3pm

Thetford Library 1-3pm

Dereham Trinity Methodist Church 1-3pm



SEPTEMBER 2024

Singing & Songwriting with Kimberley Moore

Kimberley invites you to a fun, laid-back session of singing and music-making with short, sweet and upbeat tunes!
No experience needed.

Thursday 12th September

Friday 13th September

Friday 20th September

Attleborough Town Hall 1-3pm

Thetford Methodist Church 1-3pm **NEW VENUE**

Dereham Trinity Methodist Church 1-3pm

Suitable for people aged 50+, including those with long-term health conditions, carers and people looking to create new connections!

Book your place now...

Call us on **01953 713390**, email info@creativeartseast.co.uk
or visit ticketsource.co.uk/creative-arts-east

DIAL'S

**SATURDAY
BENEFIT
DROP-IN!**

**DO YOU HAVE ANY QUESTIONS/
CONCERNS ABOUT BENEFITS? IF
SO, WHY NOT POP ALONG AND
SPEAK TO ONE OF OUR
FRIENDLY ADVISORS?!**

**1:30 - 3:30
PM**

**EVERY 1ST &
3RD
SATURDAY
OF THE
MONTH!**

**STARTING FROM
6TH JULY**

26/27 KING STREET, NR30 2NZ
ANY QUESTIONS? CALL 01493 856900




GREAT YARMOUTH CREATIVE SOCIALS

High-quality arts workshops for people aged 50+ in Great Yarmouth! Sessions offer an opportunity to improve wellbeing, try something new and meet others in a safe environment.

Want to come along?

All events are free to attend!

Booking is essential and spaces are allocated on a first come first served basis, so please book online or contact us in advance to book a place and let us know your access requirements.

Book a place now or find out more...

Visit ticketsource.co.uk/creative-arts-east

Call us on **01953 713390** or email
info@creativeartseast.co.uk or visit
creativeartseast.co.uk

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Dementia
Inclusive 



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**ARTS COUNCIL
ENGLAND**

 **creative**
ARTS EAST

Upcoming Creative Socials...

**FUN | FRIENDLY
ADAPTABLE | INCLUSIVE**



Tuesday 6th August

AUGUST 2024

Words of Wisdom - Letterpress Printing with Donna Thompson

Inspired by the thought provoking words of artist Corita Kent, create your own fabric banner as we print and share our collective wisdom with one another.

St George's Theatre Café, 1-3pm



Tuesday 3rd September

SEPTEMBER 2024

Singing & Songwriting with Kimberley Moore

Kimberley invites you to a fun, laid-back session of singing and music-making with short, sweet and upbeat tunes!
No experience needed.

St George's Theatre Café, 1-3pm

Suitable for people aged 50+, including those with long-term health conditions, carers and people looking to create new connections!

Book your place now...

Call us on **01953 713390**, email **info@creativeartseast.co.uk**
or visit **ticketsource.co.uk/creative-arts-east**

West Norfolk



Activity Groups

The Norfolk Hospice are currently offering the several group interventions. They are all short term and following these they aim to encourage people into accessing something similar within their local area. They will provide some support to find something suitable, including liaising with other services who support social isolation and access to service.

The Norfolk Hospice, Tapping House,
Wheatfields, Hillington, King's Lynn, Norfolk PE31 6BH

Email: enquiries@norfolkhospice.org.uk

<https://www.norfolkhospice.org.uk/activity-groups>



Downham Dementia Café dates for 2024

Registered charity no. 1195466

Our dementia cafés are all held at the Methodist Church premises in Paradise Road, Downham Market.

Monday Cafés: 10am - 12 noon

15 and 22 Jan, 19 and 26 Feb, 18 and 25 Mar, 15 and 22 Apr,
20 May, 17 and 24 Jun, 15 and 22 July, 19 and 26 Aug,
16 and 23 Sep, 21 and 28 Oct, 18 and 25 Nov, 16 Dec
(No café on 27 May due to the Festival)

Tuesday Cafés: 1pm - 3pm

23 Jan, 6 and 27 Feb, 5 and 26 Mar, 2 and 23 Apr,
7 and 28 May, 4 and 25 Jun, 2 and 23 Jul, 6 and 27 Aug,
3 and 24 Sep, 1 and 22 Oct, 5 and 26 Nov, 3 Dec

We will be holding coffee mornings to raise much needed funds during 2024. These will all be held at Discover Downham (the old Fire Station) in Priory Road.

Coffee mornings start at 10am until 12 noon.
We have a good selection of coffees and cakes, a raffle and sometimes a craft stall. Do come and join us.

Dates for 2024

Friday 9 February, Friday 12 April, Friday 14 June,
Friday 9 August, Friday 11 October, Friday 13 December

For further information:

cafe@downhamdementia.org 07514 698126
admin@downhamdementia.org 07856 836945

At your Library

in Hunstanton



Just a Cuppa with IT

Got an IT query or want to gain confidence
using your device?

Come along for a cuppa and bring your
device, whether a phone, tablet, or laptop
for some IT support.

**1st Tuesday of the month
at 11am**

For more details, speak to staff
or call the library at 01485 532280

www.norfolk.gov.uk/libraries

WEST NORFOLK CREATIVE SOCIALS

High-quality arts workshops for people aged 50+ in West Norfolk! Sessions offer an opportunity to improve wellbeing, try something new and meet others in a safe environment.

Want to come along?

All events are free to attend!

Booking is essential and spaces are allocated on a first come first served basis, so please book online or contact us in advance to book a place and let us know your access requirements.

Book a place now or find out more...

Visit ticketsource.co.uk/creative-arts-east

Call us on **01953 713390** or email
info@creativeartseast.co.uk or visit
creativeartseast.co.uk

FREE hot drink
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 **creative**
ARTS EAST

Upcoming Creative Socials...

**FUN | FRIENDLY
ADAPTABLE | INCLUSIVE**



AUGUST 2024

Words of Wisdom - Letterpress Printing with Donna Thompson

Inspired by the thought provoking words of artist Corita Kent, create your own fabric banner as we print and share our collective wisdom with one another.

Mon 12th August
Weds 21st August

Hunstanton Community Centre, 1-3pm
Great Massingham Village Hall, 1-3pm



SEPTEMBER 2024

Singing & Songwriting with Kimberley Moore

Kimberley invites you to a fun, laid-back session of singing and music-making with short, sweet and upbeat tunes!
No experience needed.

Mon 9th September
Weds 18th September

Hunstanton Community Centre, 1-3pm
Great Massingham Village Hall, 1-3pm

Suitable for people aged 50+, including those with long-term health conditions, carers and people looking to create new connections!

Book your place now...

Call us on **01953 713390**, email **info@creativeartseast.co.uk**
or visit **ticketsource.co.uk/creative-arts-east**

Events



Norfolk and National



NCAN meetings

NCAN partnership meetings: dates for diaries

NCAN's partnership meetings provide updates on new and existing projects, and include speakers on topics relevant to the Norfolk advice and voluntary sector. The next meeting, held online, will be **11th September**, 10.00 - 11.30am. The discussion will include emerging priorities for the next government and potential implications for the sector. The first meeting in 2025 will be on **8th January**.

Norwich

Are you looking for a fantastic way to spend a Sunday with your family? Visit the beautiful Bishop's House gardens for an afternoon of fun in aid of EACH!

🌸 Children's treasure trail, face painting, live music, homemade cakes, refreshments and Arts and Crafts by EACH patron and local artist, Lucy Loveheart.

📅 Sunday, 4th August
📍 Bishop's House, Norwich NR3 1SB
🎫 £5 entry (Under 16's, FREE entry)

<https://www.each.org.uk/support-us/events/bishops-house-open-gardens/>

The poster features a background image of a large yellow rose in the foreground and a church spire in the distance under a cloudy sky. Text is overlaid on the image in various shapes and colors.

Bishop's House
Open Gardens

Sunday, 4th August 2024
1:00pm to 4.30pm
(Last entry at 4pm)

£5 entry
U'16s
FREE entry.

Refreshments, Live Music,
Children's Treasure Trail, Plant Stall
and much more!

Bishop's Garden, Norwich, NR3 1SB

Be Bold Be Together Family Activities



Cancer Charity
— EST. NORFOLK 1980 —

Bring the family together to enjoy
a range of activities.
Open to anyone affected by cancer

2pm till 4pm

August 14th and August 21st

**The FDC,
Bowthorpe Park,
Clover Hill Rd,
NR5 9ED**



To find out more, contact:

✉ support@big-c.co.uk ☎ 0800 092 7640

Registered Charity No. 281730

www.big-c.co.uk

Community Wellness Day



28th August
10am -3pm



future support



At our health fair, you
will have the
opportunity to have:

- Complementary health checks
- Free nutritious food
- Fun activities
- Free hair cuts & beauty treatments
- Access to health professionals
- And much more

FREE EVENT

Join us at the
Baseline Centre 65-67 Knowland Grove
NR5 8YD



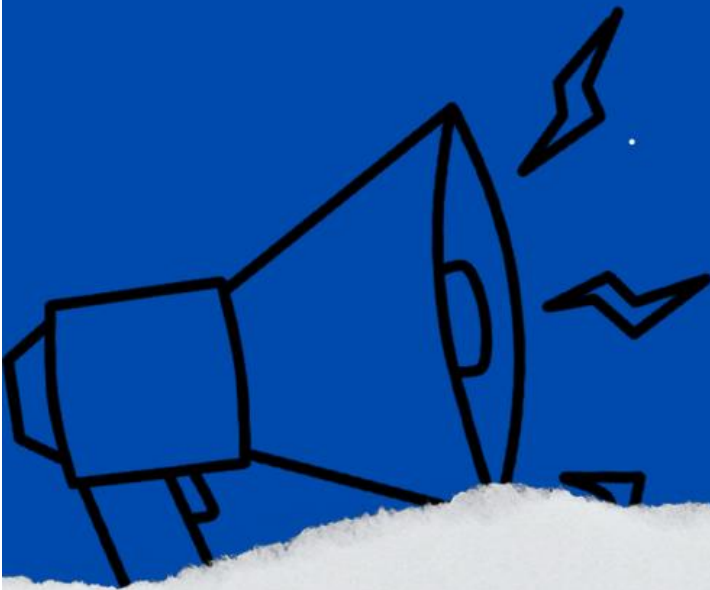
future
projects

JOIN US!



- Are you a health & wellbeing professional?
- Would you like a stall at this event?

contact us !



CONTACT

CAMILLA

01603 327889

c.wright@futureprojects.org.uk

future
projects

for more information visit the link

WWW.FUTUREPROJECTS.ORG.UK

South Norfolk



A vibrant, tropical-themed poster for an open garden event. The background is filled with stylized green foliage, including palm leaves and red flowers. A large green circle in the center contains the main text. A pink banner at the top left displays the number '10-2'. A QR code is located in the top right corner. A Facebook icon is positioned to the left of the text 'Hethersett's hidden tropical garden'. A dotted-line banner below this text contains the date 'Saturday 31st Aug'. The address '8 Melton Court, Hethersett, NR9 3HE' is centered below the date. A pink banner at the bottom of the green circle says 'Free entry'. A solid pink bar at the very bottom of the poster contains the text 'Plant stall, cake sale, tea & coffee'.

10-2

**Tropical
open garden**

 Hethersett's hidden tropical garden

Saturday 31st Aug

8 Melton Court,
Hethersett, NR9
3HE

Free entry

Plant stall, cake sale, tea & coffee

Breckland

DEREHAM TOWN COUNCIL ARE PLEASED TO
PRESENT AN

1.00 ENTRY PER ADULT

FUN FOR ALL THE FAMILY

OUTDOOR CINEMA

24TH AUGUST 2024
FLEECE MEADOW, DEREHAM
(BEHIND DEREHAM
MEMORIAL HALL - NR19 1AD)

WONKA (PG) 1PM	MAMMA MIA! (PG) 3.30PM	TOP GUN: MAVERICK (12A) 6PM
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FOOD TRUCKS AND BAR AVAILABLE

BRING SOMETHING COMFORTABLE TO SIT ON!
PICNICS WELCOME

What to expect

Dereham Town Council are please to present an Outdoor Cinema on Saturday 24 August 2024 on Fleece Meadow (behind Dereham Memorial Hall, NR19 1AD)!

Entry will be charged at £1 per adult on the gate, kids go free!

Films will be showing at the following times:

1pm - Wonka (PG)

3.30pm - Mamma Mia! (PG)

6pm - Top Gun: Maverick (12A)

Various food trucks and a bar will be in attendance.

Bring something comfortable to sit on - Picnics are welcome.

If you have any questions, please contact Dereham Town Council on 01362 693821 or email generalenquiries@derehamtowncouncil.org



The poster features a blue sky background with white clouds and a string of colorful triangular bunting flags (yellow, pink, teal) across the top. At the top center is the Shrublands Centre logo, a dark blue shield with a white stylized 'YA' monogram and the words 'SHRUBLANDS' and 'CENTRE' above and below it respectively. Below the logo, the text 'Shrublands 75th Anniversary' is written in a large, yellow, outlined font. Underneath, in a smaller blue font, it says '2024 marks the Shrublands Youth & Adult Centre's 75th Anniversary, We're inviting the Community to come and join us in celebration at our'. The main title 'Summer Fun Day' is in a large, bold, red font. Below this, the date and time 'Saturday 10th August 11 am til 3 pm' are in a teal font. A list of activities follows: '• Fun & Games • Stalls •', '• Walking Football • Face Painting •', '• Raffle • Tombola •', '• BBQ • Refreshments •', and 'and much more!'. Below the list, it says 'Car Boot £5 Pitch'. The bottom of the poster is decorated with illustrations of a yellow tent, a red and white striped stall with a snake, a red and white striped stall with bottles, and another yellow tent. The text 'Shrublands Youth & Adult Centre' is in a white font with small white flowers on either side. Below that, the address 'Shrublands Playing Field, Magdalen Way, Gorleston NR31 7BP' and the contact information 'If you would like a stall please contact Julie on 07544551670' are written in a white font.

SHRUBLANDS
CENTRE

Shrublands 75th Anniversary

2024 marks the Shrublands Youth & Adult Centre's
75th Anniversary, We're inviting the Community to
come and join us in celebration at our

Summer Fun Day

Saturday 10th August
11 am til 3 pm

- Fun & Games • Stalls •
- Walking Football • Face Painting •
- Raffle • Tombola •
- BBQ • Refreshments •

and much more!

Car Boot £5 Pitch

Shrublands Youth & Adult Centre

Shrublands Playing Field, Magdalen Way, Gorleston NR31 7BP
If you would like a stall please contact Julie on 07544551670

North Norfolk

THE CROMER CRAB & LOBSTER COMMITTEE PRESENTS

SUNDAY 25TH AUGUST

**CRAB & LOBSTER FESTIVAL
ART TRAIL AUCTION FUN DAY**

CROMERCRABANDLOBSTERFESTIVAL.CO.UK

CROMER PIER FORECOURT
NR27 9HE

Plan Your Visit

9.30 - World Crabbing Registration

10 - noon World Crabbing Competition

12.30 - GRAND AUCTION
of the art trail mooring lamps

Festival Market all day

ALL PROCEEDS GO TO LOCAL CHARITIES
EACH COLLECTIBLE MOORING LAMP ENTIRELY UNIQUE

Spotlight on Beccles

BECCLES

Beccles is a busy market town lying on the southern side of the river Waveney about 20 miles south-east of Norwich. The town is dominated by the 97 feet high bell tower which, unusually, is completely detached from St. Michael's church.



From the top of the tower there are spectacular views over the Waveney valley. In clear weather you can see Lowestoft. Beccles is a couple of miles downstream from the limit of navigation at Geldeston Lock, but the river has been important to the town when wherries traded here and today the river is still busy during the summer with pleasure boats. As well as the church, there are several buildings of architectural interest, like Lemman House, originally a school. Several of the streets have preserved Viking origins, where the word "gate" means street, like picturesque Ballygate pictured here.



Beccles Lido is a heated outdoor swimming pool by the river and there is an 18-hole golf course on The Common, which also contains a wooded hill known as "Boney's Island". This is said to be the site of a massive bonfire in 1814 to celebrate the defeat of Napoleon Bonaparte, but the townsfolk were a little premature, his

final defeat not being until the following year at Waterloo.

Beccles is associated with more than its fair share of famous people. In May 1749 Catherine Suckling married the Rev, Edward Nelson at St Michael's church. In 1758 Catherine gave birth to a son Horatio, later to become the great naval hero.

Sir Jon Lemman became a trader in dairy products and made money selling in London. He prospered and became Lord Mayor of London in 1616, later adding property development to his career. His name is remembered in Beccles Museum and at Beccles High School.

In 1921 Dorothy Crowfoot became a pupil at Sir John Lemman School where she discovered a passion for chemistry which she went on to study and teach at Oxford and then Cambridge. In 1937 she married Thomas Hodgkin and as Dorothy Hodgkin she achieved a place in history, winning the Nobel Prize for Chemistry in 1964.



Among her students at Oxford was Margaret Roberts [later Thatcher] although Dorothy was a lifelong socialist.

Finding fame in very different ways, Sir David Frost was a leader of the 1960s satire boom with TV programmes like *That Was The Week That Was*, and later as an interviewer, most notably, perhaps, of Richard Nixon. Frost's father was the Methodist minister for Beccles while Chris Martin, Beccles born, has played football for both England and Scotland as well as for Norwich City and now for Bristol Rovers.

Kind regards

Janine, Partnership Coordinator

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.

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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