

YOUR VOICE IN NORFOLK NEWSLETTER

of

Norfolk Older People's Strategic Partnership (NOPSP)

June 2024- Edition 58

Word from the Chair

It's been an interesting month. The general election will bring changes whoever wins. So now is a good time to for reflect on what we would like to see for older people. Personally, I agree with a lot of what Age UK says in their manifesto (see below) but from a local point of view I would like to see an emphasis on talking, and listening, to older people and working with them rather than simply presenting a set of solutions. Nationally, I would like to see politicians move forward from talking about strategies for improving health and social care, most of which will take many years to achieve, to delivering some simple practical changes. But a lot of other factors affect health: good housing, affordable heating and food, and the ability to get about all make a difference and improving them needs to be tackled as well. It is vitally important that politicians remember the glorious variety of environments where they provide services across the country, and that one size definitely does not fit all.

Age UK has produced its own manifesto. In the introduction it points out that, in addition to coming to grips with problems such as improving health and social care services, pensioner poverty and housing, there is an even bigger challenge. It states: "As a country we are yet fully to grasp the realities of a rapidly ageing population, or take the steps required to fully realise the benefits. An Ageing Population White Paper or similar mechanic is long overdue, and we really can't go on without any effective mechanisms in

Government for fully considering older people's issues, or for ensuring their voices are heard."

Early in May I went to an Advance Care Plan conference organised by the Norfolk and Norwich hospital. Entitled "Getting Your House in Order", it was unusual that its approach was patient centred. It covered not only documents that patients need when they are receiving treatment or have been taken into hospital such as advanced care plans, but thinking about how they could approach the conversations they may wish to have with doctors as their condition progresses.

The speakers also looked ahead to preparing for whatever may happen in the future, not just making wills but putting in place Lasting Powers Attorneys (LPAs) which allow you to name a person or people who can act on your behalf if you can no longer act for yourself. (There was a reminder that it takes a long time to gain approval for LPAs, so you need to start well before you need them.) There was also an introduction to documents, such as My Future Care, which people can prepare at any stage in their lives to tell those who may care for them in the future something about who they are, how they live and what they like and dislike as well as their preferences for the sort of medical treatment they may wish to receive in the future. These are just my impressions of a long day. There is a lot of food for thought here and some of it is quite complicated, so I'll try and persuade someone to write a fuller article for a future edition of YVIN. In the meantime, end of life care and advanced planning remains one of our priorities for 'Living Longer, Living Well'.

And finally, may I draw your attention to a consultation on buses in Great Yarmouth in our Information and Advice section (page 15) The proposed changes seek to make bus journeys quicker and more reliable, separate buses from general traffic and make changes to the way the interchange at the Market Gates shopping centre works. The period for responses is quite short.

Best wishes

Mary Ledgard

NOPSP Chair (Interim)

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- North Walsham Community Network Activities for People in North Walsham

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- King's Lynn Deaf Pub
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- Age UK Norfolk Volunteering Extravaganza
- NCAN Partnership Meetings
- Back Up 'What Next?' A Free Online Course to Help You Navigate Life with a Spinal Cord Injury

Norwich

- Carers Information Day
- Opening Doors Event
- Home Instead FREE Scam and Fraud Protection Workshop
- Norwich City Council Norwich Early Help Hub Professional Free Information and Learning Sessions
- Priscilla Bacon Hospice Charity Art Workshop in the Garden

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- Free CPR Training Session

East Norfolk

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- Carers Wellness & Information Day
- RSPCA Microchipping Event
- Caister Festival

North

- PositiviTea for Carers Event
- Healing Harbour Free Workshop

Spotlight on Reedham

Norfolk Older People's Strategic Partnership (NOPSP) meeting

Thursday 20th June 2024

Aldiss Park, Dereham Football Club, Norwich Road, Dereham NR20 3PX

Agenda

0930am	Tea and coffee on arrival
1000am	Welcome and housekeeping
	Topic- Safeguarding
1015am	Talk from Becky Booth, Deputy Manager, Norfolk Safeguarding
	Adults Board (NSAB)
1100am	Comfort break
1115am	Talk from Sarah-Jane Niles, Modern Slavery and Human
	Trafficking Coordinator, Office of the Police and Crime
	Commissioner for Norfolk
1200pm	Comfort break
1215pm	Talk from Nicky Galwey-Woolston, Housing Project Officer,
	Adult Social Services
1230pm	Update on NOPSP's work and 'Living Longer, Living Well'.
1300pm	Close and sandwich lunch

RSVP to nopspb@aol.co.uk with any special requests – dietary, access, sensory etc., so we can ensure we can offer you the best experience.

Health

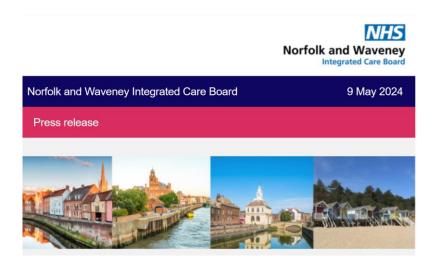
and care

healthwetch

Getting the right care when you have a learning disability can be difficult – do you feel listened to?



https://www.healthwatch.co.uk/



Major Boost for Mental Health Services in Norfolk and Waveney with Announcement of New NHS Talking Therapies Service

People in Norfolk and Waveney experiencing anxiety and depression are to benefit from an enhanced new NHS Talking Therapies service providing tailored care and support as close to their home or place of work as possible. The new service, which has been shaped by service users, families, carers and clinicians together, will see support offered from more than double the existing locations across Norfolk and Waveney, bringing personalised care and support closer to those who need it.

The new multi-partnership approach brings together voluntary, community, social enterprise and statutory (VCSE) organisations and will ensure people in Norfolk and Waveney can get quick and easy access to talking therapies services, enabling them to live their lives with improved mental health. The contract award for NHS Talking Therapies, known locally as Wellbeing Services has been announced today by NHS Norfolk and Waveney Integrated Care Board (ICB). The new contract will start on 1 September 2024 and will be in place for a minimum of five years.

NHS Talking Therapies are effective, confidential, and free treatments delivered by trained clinicians, online, on the phone or in person. A range of therapies are offered depending on people's symptoms, from guided self-help, cognitive behavioural

therapy (CBT), counselling for depression, to interpersonal therapy (IPT) and mindfulness based cognitive therapy. Patients will be able to continue to self-refer into the new service or ask their GP to refer them. The services are available to anyone aged 16 or above and living in Norfolk and Waveney.

The Norfolk and Waveney NHS Talking Therapies services website is available here, providing further information: https://www.wellbeingnands.co.uk/norfolk/



Looking After Yourself

Most people don't enter the caring professions expecting things to be easy, but as the song goes 'no-one said it would be this hard.' Unlike so many careers, what you are leaving behind at the end of a long and tiring day isn't just a 'to do' list, it may quite literally be life and death. In addition, being frequently under-resourced means that your best is often never quite enough. And that's not easy to cope with. Regardless of how good you are at your job, unfortunately, you aren't superhuman. Coping with the demands of your role day-in-day-out can easily take its toll. Yet just because you work in health and social care this doesn't mean that you are immune to poor physical or mental health. We know that you are skilled at looking after your patients. But what about your own needs? Who looks after them? If you constantly give out to others without respecting your own needs, you risk becoming ill or getting burnt out. https://www.skillsforhealth.org.uk/article/looking-after-yourself/

Information

and advice

Norfolk and National



Council's Performance and Priorities Highlighted

Norfolk County Council's cabinet agreed the council's annual review report and a delivery plan for 2024-25. Highlights of the council's performance over the last year include:

- Agreeing a £600 million-plus devolution deal to bring powers and funding from Westminster to Norfolk
- Spending £1.5 million per day on adult social care, including help for 11,000 people to return home from hospital.
- Securing £49.5 million of Government funding to improve bus services, with an 18 per cent rise in passenger numbers.
- Delivering ultra-fast broadband to more than 6,900 premises, with superfast broadband now covering 97.3 per cent of properties.
- Serving more than 1.8 million library customers.

Key priorities for this year include:

- Delivering the devolution deal and an economic strategy for Norfolk, to boost jobs and skills
- Delivering better quality, local and affordable care for children, including more foster carers
- Continuing to deliver supported living housing programmes for adults
- Delivering library hubs, including a range of services, in King's Lynn and Great Yarmouth
- Completing the roll-out of LED streetlighting, to cut costs and carbon emissions https://www.norfolk.gov.uk/article/58640

Major Bus Travel Improvements Proposed in Great Yarmouth

Residents in Great Yarmouth are being asked their views on Norfolk County Council's latest proposals to improve public transport across Great Yarmouth in a public consultation launched this week.

Funded through the government's Bus Service Improvement Plan (BSIP) the proposed changes seek to make bus journeys quicker and more reliable, separate buses from general traffic and boost the local economy by enabling buses to travel in both directions through the interchange at the Market Gates shopping centre.

The project would see new bus stops and crossing points created as well as a number of changes to current highway arrangements across neighbouring streets to improve traffic flow across the town in support of the overall aim.

The deadline for comments is Sunday 16 June 2024.

https://www.norfolk.gov.uk/article/58979/Major-bus-travel-improvements-proposed-in-Great-Yarmouth

Consumer Scam Alerts:

Microsoft Alerts

Alerts include investment scams, emails claiming to be from 'Microsoft', computer 'fault' scams, emails claiming to be from HMRC, bank refund letters, travel insurance scam adverts on social media and doorstep cold callers claiming issues with properties' roof or selling household products. You can report scams to the Citizens Advice consumer helpline –

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

You can call 0808 223 1133 (freephone), or you can report a scam to Action Fraud, the UK national fraud office using their online fraud tool –

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

Fake Craft Fair Adverts

Trading Standards are warning small businesses and crafters about fake Craft Fair adverts which are appearing on Facebook community groups.

The posts advertise a fictional craft fayre, fair or similar event which claims to be held at a local hall. The organiser calls out for stall holders to sign up and pay a sum of money to them. There is no event, and the fraudster is hoping people will send them a stall holders pitch fee. Advice is to do your homework before booking into any events and make sure the person advertising such events is a genuine organiser. Call the venue first and double check the event before parting with any money.

Other red flags to look out for are:

- The venue not tagged into posts
- Requests people to send a private message
- Requests a 'friends and family' payment via PayPal
- No event advertised on the venue's page

If you spot an advert on social media and think it may be a scam, please report it to the admin of the page that you see them on so that they can be removed straight away.

https://www.norfolk.gov.uk/43618

Household Support Fund

Norfolk County Council are continuing to support residents this coming year to access financial and other help as they continue to respond to the cost-of-living crisis. The hardship support offer will continue over the next six months, using £6.7m funding from the Department for Work and Pensions Household Support Fund and £0.435m from their own budget to create a total support package for Norfolk Households of £7.1m. This fund runs from 1 April 2024 – 30 September 2024.

If you are working with, or aware of, a family who you think may be eligible for support, please direct them to the website so that they can find the right support for their needs – https://www.norfolk.gov.uk/costofliving

If people are struggling to complete the online form, please help them to do this where necessary.

Public Health - Behaviour Change Strategy

As part of the strategy Public Health want to upskill the public sector, voluntary sector and the health and social care workforces in MECC (Making Every Contact Count) and behaviour change techniques, to normalise conversations and enhance interactions around health behaviours. They have commissioned a training provider – Healthy Dialogues - https://healthydialogues.co.uk/offering/ready-to-change/ – to deliver a free training offer to achieve their aims, which includes:

- Level 1 training in MECC for frontline public sector staff who are able to have opportunistic discussions with customers;
- Level 2 training in behaviour change for health and social care staff who have on-going opportunities with clients

This training is part of a system wide collaboration between Norfolk Public Health, the Integrated Care Board (ICB) and partners in the Integrated Care Partnership (ICP). You can find more information about the training on the website -

https://www.norfolk.gov.uk/behaviourchangetraining.

They have a half day and a full day offer, as well as a support tool that staff can use during any engagements with Norfolk residents. They offer courses for individuals and small workforces and can offer be spoke organisation-specific sessions for your whole workforce. Courses are available online or in-person based on your preferences.

Course spaces are available now so if you'd like to sign-up, you can do so by contacting readytochange@healthydialogues.co.uk. If you'd like to meet to learn more about this free offer from Norfolk Public Health, and to discuss the benefits of this training for your workforce and customers/clients, please contact sean.christie@norfolk.gov.uk

Library Updates

A new Reading Well for dementia scheme is launching to support people living with dementia, their carers, and family members, including children. The scheme offers qualityassured, evidence-based reading recommendations, and will launch on 13 May 2024 at the start of Dementia Action Week in public libraries across England and Wales. Reading Well for dementia promotes understanding and helps to break down stigma around dementia. Some of the recommended books provide information and advice; there are also personal stories and children's fiction. Reading Well books are free to borrow from your local library, and many of the titles are also available to access digitally as e-books and audiobooks.

Reading Well has been developed by The Reading Agency https://readingagency.org.uk/ in partnership with Libraries Connected and the Society of Chief Librarians Cymru https://www.librariesconnected.org.uk/and is delivered with public libraries. It is funded by Arts Council England and Welsh Government.

Find out more: www.reading-well.org.uk







Available to borrow free of charge from your local Library.

Kits contain a range of objects, books and images to trigger memory and keep conversation flowing.

Useful for groups and individuals to use at home or in care settings.

Topics include Childhood Days, Seaside, Pets, Football, Shopping and many more.

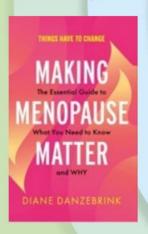
View and reserve online from our catalogue or visit your local library and speak to a member of staff

www.norfolk.gov.uk/libraries

borrow discover connect



"This is the book that I wish someone had handed to me ... It's the one that I always promised myself that I would write to ensure that nobody else felt as unprepared for menopause as I did."





Meet menopause campaigner and author, Diane Danzebrink.

Hear excerpts from her must-read book and engage in a **Q&A** session

Sat 8th June 5.15 to 6.45pm Millennium Library (2nd floor)

Sat 6th July 1pm to 3pm **Gorleston Library**

Wed 17th July 5.15 to 6.45pm Downham Market Library

FREE event with refreshments - but limited spaces, with copies of the book available to purchase at the event. £14.99 cash only

Booking via libraries.iconnect@norfolk.gov.uk indicating which event you would like to attend and any advance questions you might have for Diane to be included in the Q & A.



Know The Signs

Know the warning signs someone might be involved with a loan shark



They are provided with no paperwork when taking a loan.



They are scared of someone they owe money to



They have been threatened when they can't pay on time

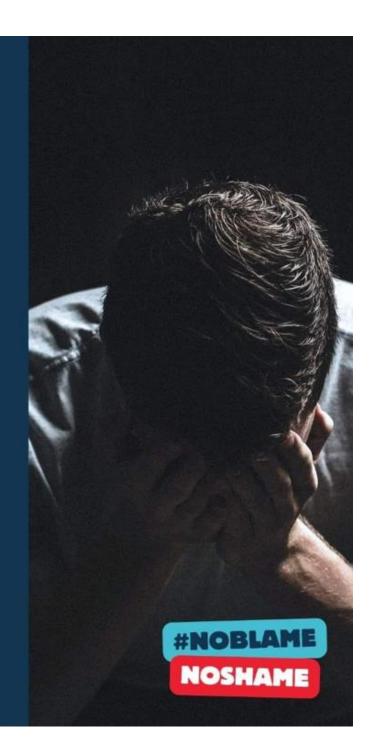
Contact us today for help and support



③ 0300 555 2222



www.stoploansharks.co.uk



How does it affect you?



Loan sharks and mental health

Being trapped by a loan shark can have a negative effect on a person's mental health. Being caught up with a loan shark can add stress, anxiety and even depression to a person's everyday life.



We can help

Stop Loan Sharks are here to help and support anyone involved with a loan shark.

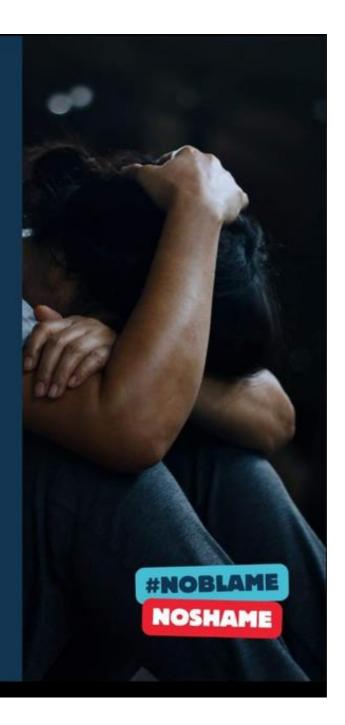
Contact us today for help and support



0300 555 2222



www.stoploansharks.co.uk





Easy Read Resources

Easy Read information is produced in an accessible format where the words are made easier to read by using plain English and clear simple phrases without jargon. The text is big, and the pictures are used next to the words to help readers understand as much as possible. It is usually designed for people with learning disabilities and autistic people, but it is also useful for anyone with limited literacy and anyone who has limited English. It can also appeal to anyone who just wants information quickly in an easier-to-understand format.

During the COVID-19 pandemic, we learned that many people found it hard to access services appropriately because they did not understand how local services worked. Norfolk and Waveney ICS worked in partnership with East Suffolk District Council and experts by experience to co-produce a list of simple explainer guides designed to help people understand and access services more effectively.

https://improvinglivesnw.org.uk/our-work/equality-diversity-and-inclusion-resource-hub/easy-read-resources/



Supporting people in Norfolk and Waveney to be more active

Active Now currently offer 1:1 home support for patients in West Norfolk/North Norfolk. The patient is entitled to 6 free appointments, where we support with exercises to improve strength and balance. They also offer a 24-week evidence-based exercise class called FaME, in Attleborough and Swaffham. Referrals into the service can be made though "Refer All".

They also have places still available down Great Yarmouth for a free 12-week OTAGO strength and Balance exercise class, enquiries can be sent directly to them -

https://www.yourhealthnorfolk.co.uk/signposting-falls-prevention

They also have a DVD to support patients with home exercise solely centred around preventing falls, please see trailer in the email link below –

https://www.youtube.com/watch?v=luQQuxFJ9yw





Supporting people in Norfolk and Waveney to be more active

Do you work with people who are at risk of falls?

Active NoW is the physical activity referral programme for Norfolk and Waveney.

The service is now accepting referrals for those who are at an increased risk of a fall. It's a great way for people with mobility concerns to move more and improve their strength, flexibility, and balance.

Our Active NoW team will:

- Provide a range of activities
- Tailor a programme based on levels of mobility
- Support the people with their movement journey



Scan to learn more about referring

improvinglivesnw.org.uk/active-now

active_now_ID07_v1



activeNoW

Supporting people in Norfolk and Waveney to be more active



Being more active will help you manage your mobility and increase your quality of life.

It's also a great way for people with long-term health conditions to move more and improve their health and wellbeing.

By signing up you could:

- Slow the progression of your long-term health condition.
- Lower medication use*.
- Reduce pain.
- Increase your quality of life.
- Manage your weight.

To find out how Active NoW can help you, speak to a healthcare professional about your referral options.

Our aim is to make physical activity enjoyable and accessible to everyone. When starting a new routine, take small steps and gradually increase your activity over time.

^{*} Reduction of medication should only be done under consultation with your doctor.





How to Refer to Active NoW

Active NoW is the Norfolk and Waveney Integrated Care System's (NWICS) coordinated approach to improving physical activity levels for residents who could most benefit from being more active. To refer a patient to Active NoW, please follow the steps below.

Step 1: Check that you can make a referral

Active NoW accepts referrals from health professionals across Norfolk and Waveney including but not limited to GPs, physiotherapists, and nurses. This also includes professionals who work with patients outside of clinical settings, but with access to a patient's clinical record.

- Any clinician including but not limited to; GPs, Practice Nurse, Consultants, Physiotherapists, Pharmacists
- Any non-clinical professional who has access to a patient's clinical record and can make an informed decision on the patient's suitability based upon the criteria below
- Exercise referral to be eligible to make an exercise referral through Active NoW, you must have access to the patient's clinical record
- Severe Mental Illness (SMI) to be eligible to make an SMI referral through Active NoW, you must have access to the patient's clinical record and be referring them at point of SMI health check under primary care services only.
- Falls referral to be eligible to make a falls prevention referral, you must either have access to the
 patient's clinical record, or be a professional supporting the patient in a non-clinical capacity (e.g.
 social prescriber, handyperson service, housing officer)

Step 2: Check the referral criteria

Referral criteria can be found online at: improvinglivesnw.org.uk/active-now
Criteria have been developed in accordance with national guidance for exercise referral. Three strands of referral are advised – referring a patient for signposting to physical activity, referring a patient for falls prevention, or referring a patient specifically for exercise referral support.

Step 3: If appropriate, make a referral

Referrals can be done in two ways:

• Use our online referral form at secure.refer-all.net/referrals/ActiveNow/Refer

Our online referral form enables referrals to be made securely via the ReferAll platform. Submission of a referral on our online form is automatically received by Active NoW. A PDF copy of the referral form is available for download upon completion of a referral.

Use our clinical systems referral form - activenow@southnorfolkandbroadland.gov.uk

The Active NoW referral form is also available in clinical systems such as SystmOne and EMIS. The completed form should be sent to the email address above.

Contact us

If you have any questions relating to the Active NoW programme, please contact us using the details below: T: 01603 430616 | E: activenow@southnorfolkandbroadland.gov.uk



What next?

- Once a patient is referred, they will receive a call from the Active NoW Triage and Assessment Team based at South Norfolk and Broadland District Councils.
- The team will contact the patient to discuss their health and lifestyle, as well as utilising motivational and behaviour change skills where necessary to encourage increased physical activity.
- A range of exercise options will be offered to the patient, including; leisure, community and digital options. Patient details will only ever be transferred to providers with patient consent.
- Once transferred to the provider, patients will be contacted directly by the provider to enrol on the relevant programme of exercise.

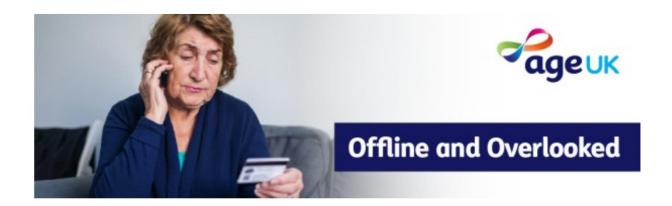


Norfolk Police, working with Norfolk Neighbourhood Watch, recently applied for some home office funding through the PCC's office to give Neighbourhood Watch a relaunch in the county and to strengthen the relationship between schemes and their local policing teams. We are reaching out to communities to ask that they consider joining or setting up a scheme in their areas. Professionals can also do this on residents' behalf.

Neighbourhood Watch has evolved over the years and the scheme is about believing in the power of neighbours working together to build safer, vibrant, and inclusive communities, helping prevent crime in order to make a positive and sustainable difference in our

communities. Up to 20% of crime and ASB can be reduced with an active, well signed scheme in place. Norfolk Police are working with new and existing Neighbourhood Watch schemes in Norfolk to help tackle issues that are important to them.

For further information please contact PC Rebecca Harris or Sgt Sam Burton on NHW@norfolk.police.uk or visit https://www.ourwatch.org.uk/get-involved/find-my-local-scheme



This report lays bare the huge numbers affected by digital exclusion and shares the stories of older people struggling in an increasingly online world. These stories echo the experiences of the thousands of you who told me about how you've been finding it harder and harder to access GP appointments, manage money or even to park – and so much more.

The impact of digital exclusion is complex. But, simply put, the 4.7 million older people who don't have the skills needed to use the internet successfully and safely should not be excluded from public services. They should not be overlooked.

https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/offline-and-overlooked-report.pdf

The **emergencySMS** service has been developed by RNID, BT, Cable & Wireless, the Department of Communities and Local Government, OFCOM, the UK emergency services and all mobile network operators.

For more information, visit:

www.emergencysms.org.uk www.rnid.org.uk/esms



3643R(0810) The Royal National Institute for Deaf People. Registered office: 19-23 Featherstone Street, London EC1V8 SEL A company limited by guarantee registered in England and Wales number 454169. Registered charity numbers 207720 (England and Wales) and SC/38996 (Scotland).



Contact 999 by SMS text



What is emergency SMS?

If you cannot make voice calls, you can now **contact the 999 emergency services by SMS text** from your mobile phone. Emergency SMS is part of the standard 999 service which has been designed specifically for people with hearing loss or difficulty with speech.

Since September 2009, the emergencySMS service has successfully handled hundreds of real emergency calls. Thanks to this service criminals have been arrested, lives have been saved and babies have been born safely.

What is an emergency?

Please do not send test or non-emergency texts – only use emergencySMS for real emergencies.

For example, if:

- someone's life is at risk
- a crime is happening now
- someone is injured or threatened
- there is a fire or people are trapped
- you need an ambulance urgently
- someone is in trouble on the cliffs, on the shoreline or is missing at sea.

This service works throughout the UK on all mobile networks, it cannot be used from abroad.

How do I use emergencySMS?

Register

You will only be able to use this service if you have registered with emergencySMS first.

Register now: don't wait for an emergency.

To register, **text** '**register**' **to 999**. You will get a reply – then follow the instructions you are sent.

In an emergency

> Text 999

We need to know:

> Who?

Police, Ambulance, Fire and Rescue or Coastguard.

> What?

Briefly, what is the problem.

> Where?

Exactly where the problem is happening – give the name of the road, house number, postcode or nearby landmark, if possible.

What happens next?

The emergency service will either ask for more information or will tell you that help is on the way.

Don't assume that your message has been received until the emergency service sends a message back.

It will usually take about two minutes before you get a reply. If you don't get a reply within three minutes, please try again or find other ways of getting help.



Young Carers and Families Service 2024-27

Norfolk County Council has awarded a three-year contract for our young carers and families service to Voluntary Norfolk, who will work in partnership with the Benjamin Foundation under the name of young carers Matter Norfolk. Together they will continue to make sure young carers get the support they need so that they are able to flourish, including when inappropriate or excessive caring is identified.

What will the service deliver?

Direct support to young carers and their families

- One to one support for young carers and their families; discussing with young carers their worries, their caring role, supporting families to access practical solutions and building networks of support.
- Groups/information sessions, both online and in person, for young carers
 and their families particularly for those who are unable to access sessions
 within school such as those young people who are home schooled or not in
 education, training or employment.
- Access to activities and trips during the holidays, linked to other initiatives such as the holiday activities and food programme.
- Additional family support on strengthening relationships through structured groupwork.

Work in schools / education establishments

- Work with schools and education establishments to deliver the support to young carers.
- Support at transition points to ensure young carers are supported at key stages in their lives.
- Work with schools to help support young carers meet with other young carers in groups and build long lasting friendships in those settings.







World of work and employability

 Work to prepare for and access education, training or employment through the 'Routes to Work' Programme and practical support such as CV writing skills, interview techniques, as we know that this can be a worrying time for all young people and that young carers may benefit from additional guidance.

Young Carers Voice

- Structured, regular locality-based forums and countywide Norfolk Young Carer Voice Meetings to ensure young carers and their families can have their voices heard and the ability to influence change.
- Offer opportunities to young carers to develop their own media raising awareness of young carers and their needs through our Citizen Journalism programme. Young carers will be able to create radio shows, podcasts and social media, to reach out to others and tell their stories in their own words.

Young Carer information on a page

- This will be an opportunity for young carers to detail their caring role, how
 they want to be supported by schools and wider education providers, and
 how they would like to be involved in conversations about the person they
 support. It will also become part of their toolkit for career planning giving
 them a space to build a picture of their skills and experience.
- It will also mean that young carers will not have to tell their story to professionals more than once and will support practice in schools and wider multi-agency working.

When will the service change over?

Voluntary Norfolk currently manages the existing partnership made up of the following services: GYGYC, Holt Youth Project, West Norfolk Carers, The Benjamin Foundation, MTM Youth Services CIC and Caring Together. This partnership will end on the 31 March 2024 and the new arrangement will start Monday, 1 April 2024. We are working closely with these services to ensure that young carers, their families and their education settings are notified and advised of the support they will receive going forwards.

How do we make a referral?

To make a referral, please either contact the Advice Line on 0800 083 1148 or use the referral form at www.youngcarersmatternorfolk.org. The referral process into the service will continue to remain the same after the 1 April 2024.

Who do we contact if we have questions?

If you have any questions, or require this in another language, please contact: info@youngcarersmatternorfolk.org









Some Time For You

English weather seems to always be a little... well, unpredictable. But our thoughts are probably turning to ways of enjoying what we hope will be more summery days. This may mean getting some time away or making the most of more day-to-day summer activities. When we are looking after someone it can be harder to get some time out, on our own or with the person we care for. But support is available to help you. Here some of the ways you can get help to make the most of the summer months -

https://carersmatternorfolk.org.uk/some-time-for-you



Short-term, practical support for

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



Our team of staff and volunteers can help with:



Pre and post discharge support



Home and personal safety assessments



Support with daily activities



Well-being



Support accessing services



Carer support

Referrals and further information:

- www.communitysupportnw.org.uk
- **6** 01603 972 374
- referral@communitysupportnw.org.uk

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

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









Asthma + Lung UK Charity

The helpline team is trained to give information on many aspects of living with a lung condition. They'll take the time to talk things through with you and explore any social and practical difficulties you might have. You don't have to face living with a lung condition on your own. Calling is always completely confidential. They're here for you whether you're affected by a lung condition – including families, friends, and carers – or worried about your lung health.

Call 0300 222 5800 Email helpline@asthmaandlung.org.uk WhatsApp (asthma) 07999 377 775

You can talk about anything – from how to manage your condition, to going on holiday. Or just to say hello. Here are some of the things they've spoken to people about recently:

Advice, support and guidance on how to manage your condition Information about specific conditions

Options about medication and treatments

What diet or exercise might be appropriate

Helping people to understand and accept their diagnosis

Learning how to manage flare -ups

How to arrange oxygen for holidays abroad

Advice on government financial help available through welfare benefits, grants, funding as well as fuel poverty

If you'd like to speak in a language other than English, just give them a call and tell them your name, telephone number and the language you wish to speak in. They'll arrange for an interpreter to call you back.

https://www.asthmaandlung.org.uk/helpline



The Big Help Out: 7 - 9 June

The Big Help Out aims to raise awareness of volunteering throughout the UK and provide opportunities to experience volunteering. Any organisation or individual can join in or register an event via the Big Help Out Platform. Participating organisations include: the NSPCC, British Red Cross, Age UK and The Trussell Trust. Around 7.2 million people took part in 2023. For more information and to register visit The Big Help Out website.

https://www.thebighelpout.org.uk/



Financial Hardship Advice

Who are Equal Lives?

Equal Lives are a user-led, disability rights organisation supporting Disabled people across East Anglia through a range of services.

What is the Financial Hardship Advice Service?

We support Disabled people within Norfolk who find themselves at risk of, or in financial crisis, with information, advice and guidance to support and empower them to find solutions.

This can include explaining the options available to them so they can make an informed decision. Where additional support is required, we can communicate with relevant organisations and financial institutions on the Disabled person's behalf.



Who is this Service for?

New and existing clients
experiencing disabling barriers
Age 18 and over
Living in Norfolk



Support an Adviser can provide

Maximising income

Hints and tips on reducing your outgoings

Consumer deals including energy saving tips

Budget planning

Debt advice

Ways our Adviser can help with boosting income

Conducting welfare benefit checks, including assistance where needed to complete benefit applications

Exploring potential grants and conducting additional funding checks Giving information and explaining options around topics, such as bank accounts, balance transfers, credit scores and interest rates

Offering hints and tips on how to 'shop smarter' Assisting with completion of Disability Related Expenses

Support to understand letters and documents provided by other organisations



Contact us

Email: advice@equallives.org.uk Phone: 01508 491210





8 Things You can do to Help Prevent Alzheimer's

If you ask the average person what causes Alzheimer's, they'll probably say 'it's in the genes.' However, only about one in a hundred cases are caused by genes.

This is good news, as research reveals the great majority of cases are down to lifestyle factors – which we can change.



https://www.independentliving.co.uk/industry-news/alzheimers-prevention-campaign/?omhide=true





Your prescription is out for delivery.



Signing-up to get your **prescriptions delivered for free** means less time waiting in and more time spent doing the things you love.



Scan here to sign up now boots.com/pharmacy



Free Delivery via Royal Mall is for patients registered with a GP in England Only. Click and Collect available for all UK customers. Prescription charges may apply. Participating surgeries only.



The service that fits around you.



Free Delivery

From home to work, we'll deliver your prescription through Royal Mail to the address of your choice.



Click & Collect

Order online with a click, then collect from a Boots store of your choice when it's ready.



Order Online

Manage your prescriptions at any time from your account.



In-Person Advice

Just pop in store. Our pharmacists are there to give help, support and expert advice.



Helpful Reminders

No need to remember when it's time to re-order, we'll send you a little reminder.



Manage Multiple

Need to manage your family's prescriptions too? You can, all from your own account.



"Easy to order, fast delivery and kept up to date with order progress."

Nigel



Scan to sign up now boots.com/pharmacy





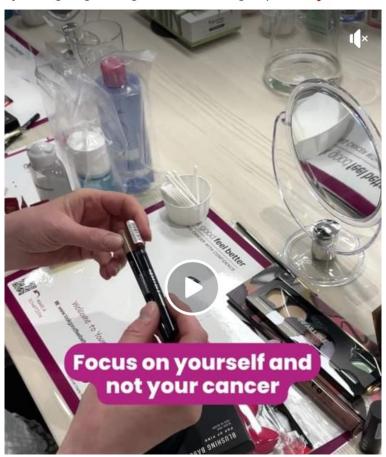




Get ready to boost your confidence with a Look Good Feel Better workshop. Available virtually and in-person.

We warmly welcome individuals who have been diagnosed with cancer, from the point of diagnosis up to one year after treatment.

We'd love to see you there—no matter what treatment you're going through! Don't wait, sign up now ♥



https://lookgoodfeelbetter.co.uk/



Free Gym Memberships at Pure Gyms

Pure Gyms are offering free 12-month off-peak memberships to people with Parkinson's, plus a companion if one is needed. The Pure Gyms' free membership was negotiated by the Movers and Shakers podcasters. Registration for the new Parkinson's membership can be made by emailing purehelp@puregym.com with the following details:

Full name, date of birth, email address, mobile number, home address.

In Norfolk, there are Pure Gyms in Norwich and Great Yarmouth, and near Norfolk there's one in Wisbech.

https://twitter.com/SportParkinsons/status/1759966602328510791

https://www.parkinsons.org.uk/information-and-support/your-magazine/stories/gym-membership-helps-me-manage-my-parkinsons-johns-story



Action today for all our tomorrows

Centre For Ageing Better:

It is Time to Act on the Silent Scandal of Nearly 4 Million Dangerous Homes

Home, sweet home. Home is where the heart is. No place like home. Home from home.

When Centre for Ageing Better were brainstorming ideas for the new Safe Homes Now campaign, they weren't short of sayings to work from - https://ageing-better.org.uk/Safe-Homes-Now

So many phrases that make the point home is the one place of safety and security you can always turn to. And yet for an alarming proportion of the population, this is not the case. Home is the place that makes you ill. Home is the place that could kill you. Currently 8 million people live in 3.7 million dangerous homes that are cold, in need of repair or have serious hazards. This comes at a personal cost to the residents living in sub-standard housing, but it also comes at a colossal cost to our stretched NHS services.

https://ageing-better.org.uk/blogs/silent-scandal-nearly-4-million-dangerous-homes

Being Poor, Disabled or From a Minority Ethnic Background Significantly Increases Risk of Ageism, New Study Finds

Being poor or disabled can make a person up to four times more likely to be subjected to ageism, findings from the new Society chapter of Ageing Better's State of Ageing report reveal. A third (32%) of people over 50 who are struggling financially reported experiencing

ageism at least sometimes in the last year compared to fewer than one in ten (8%) people in the same age group who are living comfortably. Two in five (41%) individuals with long-term conditions that greatly affect daily activities said they experienced ageism at least sometimes in the past year compared to around one in eight people (13%) with no long-term conditions at all. The new data analysis also reveals that being a woman or having a Black, Asian or Minority Ethnic (BAME) background also increases the likelihood of experiencing ageism.

https://ageing-better.org.uk/news/being-poor-disabled-or-minority-ethnic-background-significantly-increases-ageism?



Older People Take Their Demand for a Commissioner to Downing Street

Campaigners have taken their calls for the creation of a Commissioner for Older People and Ageing in England to the heart of Westminster. Representatives from the Centre for Ageing Better, Independent Age and Age UK, as well as the National Pensioners Convention, delivered a petition of more than 37,000 signatures to political party leaders.

This follows a new survey which reveals that more than three in four (78%) people over 65 surveyed in England think older people are badly understood by the government. The campaign is calling for an independent commissioner to focus attention on the issues facing people in later life including pensioner poverty, which affects one in six older people across the UK, difficulty accessing social care, and loneliness and social isolation.

https://theageactionalliance.org/2024/05/01/older-people-take-their-demand-for-acommissioner-to-downing-street/

Could AI Play a Role in Tackling Later Life Loneliness?

Al is already playing a big part in our lives, and the trajectory is only going upwards. So how can the technology improve the lives of older people – particularly those living alone? Critically, how can we ensure that the solutions developed are co-designed with older people, and tailored to their real needs... rather than imposed upon them?

A small collaborative team has been created between a pioneering software company, a specialist in age-friendly telephony and the Age Action Alliance. Between them, they want to make sure that the next step in Al really works for older people. And, for that to happen, they need YOUR input. At this stage, they first want to know the experiences of older people living alone, as well as the experiences of people who have friends and family members who are living alone. Specifically, they are keen to know how they currently keep in touch, and what the technology barriers might be. That will also help them identify the gaps that Al might fill, as well as the obstacles the technology needs to overcome.

Click here to take part: https://forms.gle/yP81ZARhzL1fuVdp6

https://theageactionalliance.org/2024/05/14/could-ai-play-a-role-in-tackling-later-life-loneliness/

Older People "At Risk of Being Forced into Residential Care" Due to Adaptation Delays

A new report from Age UK maintains that older people at risk of being forced into residential care due to massive delays in making adaptations to homes.

Two-thirds of local authorities are currently taking longer than the recommended six months to deliver an adaptation through the Disabled Facilities Grant, which would enable older people to live safely and independently at home and take pressure of the NHS and care services, with the longest taking more than 24 months.

https://theageactionalliance.org/2024/04/28/older-people-at-risk-of-being-forced-into-residential-care-due-to-adaptation-delays/



What We Need from The Next Government: Adult Social Care

With an election approaching, the Nuffield Trust's briefing series challenges the NHS and social care manifesto commitments of UK political parties in advance of the vote. The second in the series looks at adult social care: a vital public service supporting people of all ages to live with dignity and independence but one that has been left with insecure funding, variable access, catastrophic costs for those in need, and high staff turnover. Reform is long overdue, and they set out the criteria they believe would need to be met for getting social care on the right footing.

https://www.nuffieldtrust.org.uk/resource/what-health-and-care-need-from-the-next-government-2-adult-social-care



World Cup Hero Sir Geoff Hurst: 'Seniors Should Embrace Technology'

England football legend Sir Geoff Hurst is inspiring his generation to tackle technology head-on and learn to make the most of the digital world.

Alongside BT Group, AbilityNet has teamed up with the 82-year-old to surprise a senior walking football team, Bristol City FC, with a digital skills session, followed by a friendly

kickabout. Sir Geoff participated in a session run by an AbilityNet trainer and supported by BT Group volunteers, showcasing how technology can enhance teamwork and streamline organisational tasks.

https://abilitynet.org.uk/news-blogs/world-cup-hero-sir-geoff-hurst-seniors-should-embrace-technology

Norwich



Busking Guidelines Review

Busking brings vibrancy to Norwich city centre with music, dance and street theatre. Many enjoy these performances, but Norwich City Council recognise that they can sometimes disturb nearby residents and businesses. They want to agree new guidelines that ensure that people can continue to enjoy the benefits of busking in Norwich while helping buskers avoid any noise complaints.

They are eager to gather your thoughts and experiences regarding busking in Norwich. Your feedback is essential to developing effective and balanced guidelines that consider the diverse perspectives of everyone who shares our city centre space. The results of this survey will help to inform the guidelines and the next steps they take. The new guidelines aim to define clearer rules for busking. These include the location, timing, duration, and volume of busking performances. They are not looking at licensing busking as an activity. Click below to download the draft guidelines for consultation.

588de2751f3833361cdc6bbf0627e678_Busking_Guidlines_for_Consultation_PDF.pdf (ehq-production-europe.s3.eu-west-1.amazonaws.com)

The consultation will start on Tuesday 7 May and end on Tuesday 18 June 2024.

https://gettalking.norwich.gov.uk/busking

Breckland



Newsletter *****

Christians Against Poverty Debt Centre, in partnership with Dereham Baptist Church

2024 has got off to a flying start with a continued focus on getting the word out. We would like everyone in our area to know that there is free debt help available - they don't need to suffer in silence.

In January we joined a community event at Dereham library (photo shows our debt coach Morgan) and spoke to library users.

February saw a money coaching course running in the Green Pastures
Community Hub.

In March we joined Love Dereham's Community Lunch, and enjoyed a free hot meal. Contact hello@lovedereham.org.uk if you'd like to know more about community lunches.



Many people don't think they're entitled to claim benefits, but a huge number of individuals who've used the benefit calculator on CAP's website have collectively found more than £100 million of additional annual income over the past year.

https://capuk.org/money-anddebt-advice/benefits-calculator

If you are interested in attending a Money Coaching Course please visit complete our google form to register your interest.

Could you support the Dereham Debt centre to continue providing vital debt help and budgeting courses? Aviva are currently matching all donations given via their community fund. Please go to bit.ly/capdbc if you are able to donate (upto £250 per household will be doubled by Aviva).



Our debt services are free, and available for those living in Dereham and the surrounding villages. There are other centres in Norfolk and across the UK.

For free debt help phone 0800 328 0006. Visit capuk.org for more info

Dereham Debt Centre Newsletter April 2024



Christians Against Poverty Debt Centre, in partnership with Dereham Baptist Church

Four reasons for debt and how we can tackle them

Everything is so expensive these days, so it's easy for many of us to find ourselves in unmanageable debt. By recognising the causes of debt, we can gain a better understanding of the problem, prevent it and deal with it.

Low incomes

At Christians Against Poverty (CAP) we offer free, face-to-face debt advice and budgeting help. One of the main reasons our clients fall into debt is living on a low income. A lower regular income means less wiggle room to cope with rising costs.

We often don't realise what benefit support we could be entitled to. The free Turn2us benefits calculator on CAP's website at capuk.org/calculator is helping thousands of people to see if they are missing out on any vital income. Why not give it a try?

Unexpected circumstances

We've all had days where it feels like everything is going wrong and unexpected circumstances can have a massive impact on our finances. It could be that you've been made redundant, are going through a relationship breakdown, or a loved one has passed away, resulting in less household income. These types of situations can cause us both emotional and financial pain.

If you find yourself in debt that's unmanageable, the moneyhelper.org.uk website has a range of free support and you can reach out to CAP to access our free services in on 0800 328 0006

Physical and mental health struggles

Many of us will have heard the phrase 'health is wealth', meaning your health is always the most important thing. I think most of us would agree this is true. It's also true that long-term illnesses or injuries that happen to us or a close family member can have a huge impact on our household's finances.

Being kind to yourself, seeking professional, medical help early and readjusting your budget as quickly as you can following any changes to your regular income can be really helpful. This will give you a clearer picture of where your finances are at and help you make productive decisions.

In need of budgeting support

Budgeting and learning to save are essential life skills, but many of us have never been taught how to manage our finances and avoid debt. When things go wrong, not having this vital knowledge can make it a lot harder to deal with situations that impact our income.

Building up a savings buffer of around three to six months of your monthly income can bring you peace of mind. Even if you think you know how to budget and save, it's always great to learn new skills. Consider taking part in free money coaching to grow your knowledge. You can access free budgeting resources and find out more at capuk.org/budgeting.

Dereham Debt Centre Newsletter Jan 2024





Are you concerned about a patient's condition?

Call 4 Concern

Call 4 Concern (C4C) is a patient safety initiative led by the Critical Care Outreach Team (CCOT), a team of experienced specialist nurses. This enables adult inpatients and their significant others, to access help and advice if they have concerns regarding a noticeable change or deterioration in the patient's condition.

We encourage you to speak to the ward nurse or doctor in the first instance. If, following this, you feel your concerns are not being recognised or acted upon, then you can make a C4C call.



Call directly on 07435 936400



* For more information, scan the QR code above, or see our leaflet, available on all wards *

West Norfolk



West Norfolk Carers (WNC) - Service Delivery Update

At the beginning of April WNC relocated to the QEH (Queen Elizabeth hospital) having secured a new, formal working partnership. The aim of the service is to support patients when discharged from hospital by ensuring that their carers receive the help and support, they need, in a timely fashion. This holistic service will be personalised with the intention that people do not feel alone and isolated in the weeks following their discharge from hospital. This wraparound solution will mean patients and their carers will feel better supported – from the point of admission to The QEH through to their recovery at home or in the community.

This does not affect the pre-existing services which will continue. These are:

Support to carers wherever they are located in the community

Continued support to carers via their GP practices

Home visits, 1 x 1 listen support

Dementia support groups for both the carer and the person living with dementia.

Young carer support in school / college & at home

Young carer groups and activities

Transition support

Drawing & Talking therapy

Information, advice and guidance.

WNC continue to be part of the West Norfolk Partnership – contributing strategically to develop and improve access to services for unpaid family carers. They also remain a Lily partner, working with the Borough Council delivering supported to individuals affected by issues caused by social isolation. https://www.westnorfolkcarers.org.uk/

Activities

Norfolk and National



Local Carer Involvement Meetings 2024

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

Quarter 2

Meeting	Date
West Carer Involvement Meeting	Wednesday 19th June
East/Waveney Carer Involvement	Wednesday 26 th June
Meeting	
South Carer Involvement Meeting	Wednesday 3 rd July
Norwich/Central Carer Involvement	Wednesday 10 th July
Meeting	
North Carer Involvement Meeting	Wednesday 17 th July

https://www.carersvoice.org/





Photo taken on our Waterloo Park Wellbeing Walk

June Socials Update

Hopefully the sun will be starting to make a more regular appearance and you can make the most of joining in with the regular Wellbeing Walks throughout the county. Rain or shine, Wellbeing will still be there!

They have a hive of activities across the county including a tour of Dragon Hall and the Plantation Gardens, Dungeons & Dragons evening, all alongside the plentiful walk and café socials in the region.

And if you're at the Royal Norfolk Show at the end of the month, come say hi!

All the socials are staffed by the Community Development Team who will be there to welcome you along, whether it's your first time in joining or you're a regular, they look forward to meeting you!

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



The Conservation Volunteers (TCV) June Updates

Flaming or Raining? I don't know, but it is June soon...as the seasons (twist and) turn in unpredictable ways, our construction work (boardwalks, steps, etc) gives way to tackling invasive species such as bracken - and Himalayan Balsam. Yes, it's here again! We get to see some beautiful hidden stretches of the lovely Wensum Valley, with iridescent banded demoiselles flitting around our heads as we wander the riverbanks hunting for this invasive weed, before it sets seed (3rd rhyme of this paragraph?)

We will also be looking after some new wildflower meadows trees including a Miyawaki Forest.

We have also got a couple of events to attend this month, celebrating volunteering and biodiversity – exactly what we do. People can come and help with our stall if they can, or just attend the events and stroll round to see what else is going on.

These Happy Days are yours and mine, so let's get out there and enjoy them!

Mark Webster 07740 899 691 mark.webster@tcv.org.uk www.tcv.org.uk/norfolk TCV, Centrum, Norwich Research Park, NR4 7GJ

Norwich

Companionship Cafe



Home Instead Charities are hosting a **Companionship Cafe** in St Williams Way Library, Thorpe St Andrew on the 1st Thursday of every month.

There is tea and coffee, yummy cakes, tablet technology to play games on and use the internet (only if you want to) and great company! The cafe is free to attend and there's no need to book in advance.

For more information you can email <u>jenny.blackmore@homeinstead.co.uk</u> or alternatively call 01603 361028.

https://www.homeinstead.co.uk/





Norfolk and Waveney Mind - Nature Connect

Nature Connect from Norfolk and Waveney Mind is a project to support adults to develop a relationship with nature. The project is inspired by the nature connectedness research from University of Derby. The workshops and sessions include a focus on one or more of the 5 pathways of nature connection: Senses, Beauty, Emotion, Meaning and Compassion. Also, working with and incorporating the messages, invitations and feelings of the seasons to plan and inform the workshops.

June Nature Connect Sessions: Foraging Walk: Thursday 6th June 11.30 -1pm – Sloughbottom Park

They will be walking in Sloughbottom Park with lots of stops to take notice of what plants are around and identify what is edible, either medicinally or for food.

Life Gardening with the seasons.

The first session in Spring was wonderful, full of open conversations and reflective thinking. We will be back in the Mile Cross Library Garden with Shona creator of Buzzards and Worms.

Summer: Tuesday 11th June 2.30 – 4pm

Autumn: Friday 27th September 11.30 – 1pm

Winter: Friday 6th December 11.30 – 1pm

Workshops to connect with nature to help us reflect on, celebrate and make changes in our own lives – looking at your life like a garden. They will explore themes relevant to the season together in a friendly and informal group.

Monthly Evening Forest Bathing Sessions continue on the second Tuesday of the Month from 6.30pm, meeting at Sloughbottom Park.

Summer dates are – June 11th, July 9th, August 13^{th,} and September 10th

They'll take a gentle circular mindful stroll lasting about 1 hour 15 minutes incorporating elements of the Japanese practice of shinrin – yoku or 'forest bathing'.

Dates TBC for summer sessions but looking to offer flower pressing, natural dyeing, walk and sketch and super salad tasting and sowing.

Also, soon they will be offering walk leader training and a forest bathing peer group where we can learn and practice together. More information to follow but do get in touch if sounds like something you would be interested to join.

Booking is essential for all sessions. Please contact Lucy at natureconnect@norfolkandwaveneymind.org.uk

South Norfolk

Be part of something amazing

Our Charity is run by Volunteers who provide and support all our activities with their knowledge and enthusiasm.

We always welcome new volunteers so if you would like to volunteer please do contact us.

Volunteering offers the chance to make new friends, learn new skills and help make the lives of people living with Dementia and their carers a little easier and more manageable.

All our volunteers receive Dementia Awareness training and we continue to support them in their personal development. DBS checks will be carried out before commencing their volunteering.

We run fund raising events and are always looking for ideas to help raise funds to make our group a success.

What do our services cost?

Our services are free to members. WDSG reimburses volunteers for any out-of-pocket expenses. As a charity we use money raised through our fundraising efforts to help continue our services to anyone who needs them. If you would like to support our work, please consider donating or fundraising for WDSG. https://www.justgiving.com/wymondhamdementia-support-group

Contact us to find out more:

Sarah Green, Joint Organiser:

Mob: 07391 659057

Deborah Anstee, Joint Organiser:

Mob: 07586 312809

Email: organiser@wdsg.org.uk
Diane Jenkins, HVS Organiser:

Mob: 07768 242914

Email: hvsorganiser@wdsg.org.uk

Phil Whiscombe, Secretary Mob: 07818 013806

Email: secretary@wdsg.org.uk

For further information about our services and what we can offer please go to our website at:

www.wymondham-dementia-supportgroup.org.uk

or:



Wymondham Dementia Support Group

Fairland Church Centre Fairland Green Wymondham NR18 OAW



Registered Charity No. 1143347

Mar 2021 issue

Wymondham Dementia Support Group

Helping People with Dementia and their Carers

Pabulum Café







Patron: The Lady Dannatt MBE

How we can help

We provide a safe, friendly and understanding environment for people living with Dementia and their carers.

It's important to us that everyone has fun, laughs and enjoys their time with us- there is plenty of socialising so it is easy to make friends. You can just come along, no appointment or referral required.

We provide stimulating games, activities and entertainment as well as refreshments. Our trained volunteers are always here to help and offer a keen listening ear.

What we offer

We have a range of activities that can entertain and help people with Dementia. Our café is a warm and friendly meeting place for people with Dementia and their carers. There are games and puzzles on the table for everyone to use and our carers' group allows carers to share their ups and downs as well as information. There is a happiness garden where people can enjoy some tranquillity or potter about and we also offer a range of enjoyable sessions and activities.

The café's opening hours are:

Mondays (our quiet café) 10.00 to 12.00hrs Fridays 10.00 to 13.00hrs

We are open every week of the year except for most Bank Holidays.

The Singing Café

Devoted to singing and playing instruments to stimulate memory and encourage reminiscences. Don't worry if you are out of practice!

3rd Friday of each month.

The Sports and Leisure Club

Provides active and seated indoor games including table tennis, snooker, curling, 'Boccia' and table-based board games.

2nd and 4th Friday of each month.

Poetry and Literature Group

A group dedicated to lovers of books and language.

2nd Friday of each month.

Arts and Crafts

For people who want to paint, craft, knit and crochet.

1st, 2nd and 4th Friday of each month.

Picture Palace

Our Dementia friendly picture show where members choose the films; we show them on a big screen in the Church and have an interval with ice cream if you fancy it.

3rd <u>Tuesday</u> afternoon of the month between 13.00 and 15.00hrs

Magic Table

An interactive table with games to play with other people or on your own.

Day Trips

We also run coach trips throughout the year to pantomimes, gardens, the circus, boat trips on the Broads and to the seaside. We are always open to suggestions for different excursions.

"Monday, Monday" Café

If you would prefer a quieter session to that offered by our Friday cafés then try our cafés held on Mondays where it's quiet conversation, reading the papers or a book while enjoying a cup of tea or coffee.



Home Visiting Service (HVS)

The Home Visiting Service is a new service from 2021 and is designed to provide a short break for both the people who care for and for those living with Dementia. See our separate leaflet for full details of this service or speak to one of our organisers.



Breckland

Creative Arts East Socials



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.



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 <u>ticketsource.co.uk/creative-arts-east</u>
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.









Upcoming Creative Socials...

FUN | FRIENDLY ADAPTABLE | INCLUSIVE



JUNE 2024

Caribbean Dancing with Rosy May

Celebrate music and movement of the Caribbean. Learn original choreography from different countries, have fun and get creative!

Thursday 13th June Friday 14th June Friday 21st June Attleborough Town Hall 1-3pm
Thetford Library 1-3pm
Dereham Trinity Methodist Church 1-3pm



JULY 2024

Creative Writing with Kathryn Simmonds

Come and join Kathryn as she leads a creative writing workshop on the theme of clothes. No writing experience necessary...just bring your own style!

Thursday 11th July Friday 12th July Friday 19th July

Attleborough Town Hall 1-3pm
Thetford Library 1-3pm
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 <u>ticketsource.co.uk/creative-arts-east</u>



Welcome to Elevate, a support group for people affected by chronic illnesses ME, CFS and post-viral conditions including PVFS and Long Covid. They aim to elevate quality of life, support and awareness as a volunteer-led group based in Dereham, Norfolk. With a focus on befriending, networking, and reducing isolation, Elevate works alongside statutory services and other groups.

- 22nd Jun, 2:30 pm Elevate in Dereham @ Wellspring Family Centre
- 27th Jul, 2:30 pm Elevate in Dereham @ Wellspring Family Centre
- 17th Aug, 2:30 pm Elevate in Dereham @ Wellspring Family Centre

https://www.elevatedereham.co.uk/



Acle Diabetes Support Group

Local monthly meetings continue on the Third Wednesday of every month, from 7.30 pm to 9 pm

in St Edmund's Hall, Norwich Road, Acle, NR13 3BU (opposite the Co-op)

Acle and Norfolk Broads
Diabetes Support Group
All welcome.
Tea/coffee provided.

Come along and make a difference.



Acle and Norfolk Broads Diabetes Support Group 2024

Where do we meet?

We meet at St Edmund's Church Hall, Norwich Road, Acle. The meeting room is opposite the Co-op.

When do we meet?

We meet from 7:30 pm until 9pm on the third Wednesday of every month. The 2024 dates are listed overleaf.

What do we do?

"Our First Meeting..." (This comment in our Facebook page was back in 2023) ...was a great success. Nick got the keys and opened up the Hall. We drank tea and coffee and then we laughed and chatted (mostly about diabetes) from 7:30 until 9pm. One of us confessed to eating an entire Toblerone the day before, relying perfectly happily on an insulin adjustment to keep their "mmols" in the green zone. Some of us even thought we knew what a "mmol" is.

"Yes, we all agreed, it IS possible to "Live Well With Diabetes"."

We are glad to be supported by:

Acle and Norfolk Broads Diabetes Support Group

Meeting Dates for 2024

Wednesday 17 January

Wednesday 21 February

Wednesday 20 March

Wednesday 17 April

Wednesday 15 May

Wednesday 19 June

Wednesday 17 July

Wednesday 21 August

Wednesday 18 September

Wednesday 16 October

Wednesday 20 November



Come along to a Meeting and Make a Difference.

If you are new to Diabetes, you might learn things from people who have been Living Well With Diabetes for some time. If you having been managing your diabetes for a while now, you can share your successes

—and (if you wish) your early

—and (if you wish) your early mistakes - with us and really

Make a Difference.

We are glad to be supported by:



East Norfolk



Tilley's Drop in

15 May 2024 - 9:30 AM to 11:30 AM Great Yarmouth Library

Fortnightly in the Library organisations are available for support and advice to those who are homeless or near homeless. Feeling low, isolated or worried? Need a hot drink or just a friendly ear? Need help with training, CV Writing or Volunteering? Advice on managing finances. Looking for support with housing needs? Need some Help Advice? Tilley's is a partnership approach to providing vulnerable people in Great Yarmouth with a more wide-ranging support service.

A warm welcome, a cuppa and a chat, board games available.

https://norfolk.spydus.co.uk/cgi-

bin/spydus.exe/ENQ/WPAC/EVSESENQ?SETLVL=&RNI=5017708

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

FREE hot drink and cake at all events!





See what's coming up overleaf!

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







Upcoming Creative Socials...

FUN | FRIENDLY ADAPTABLE | INCLUSIVE



JUNE 2024

Caribbean Dancing with Rosy May

Celebrate music and movement of the Caribbean. Learn original choreography from different countries, have fun and get creative!

Tuesday 11th June

St George's Theatre Café, 1-3pm



Tuesday 2nd July

JULY 2024

Creative Writing with Kathryn Simmonds

Come and join Kathryn as she leads a creative writing workshop on the theme of clothes. No writing experience necessary...just bring your own style!

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**

North Norfolk



Merchants' Place Friendship Hub is launching a new group for older people



Life begins at ... Friendship Group

Starting Thursday 16th May 10am to 12noon

Guest speakers- Friends of Horsey Seals, Cromer Peregrine Project, The Radar Museum from Neatishead

Seated Pilates

Trip to Felbrigg Hall with free entry and guided tour



Creative fun with North Norfolk Creative & Art sessions with Cora

"Just chatting" sessions with boardgames, cards & quizzes

T: 01263 519454 e: info@merchantsplace.co.uk

Life begins at... Friendship group. New group for older people. Join us for creative fun with North Norfolk Creative & Art sessions and join in chats, board games and much more. This group starts Thursday 16th May 10am to 12 noon. For more information call 01263 519454 or email info@merchantsplace.co.uk



Coffee, Cake & Company takes place here every Tuesday between 10am to 12noon here at Merchants' Place. If you would like to socialise in a safe, friendly space then join us for coffee/tea, cake and company. We would love to see you, everyone welcome! We just ask for a £2 donation to contribute towards refreshments



Activities for People In North Walsham

Please see the website below for information on weekly activities including sporting, advice sessions, and creative writing -

https://communitynetwork.northwalsham.org/list-of-local-groups-in-north-walsham

West Norfolk



Creative Arts East



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

info@creativeartseast.co.uk or visit creativeartseast.co.uk

FREE hot drink and cake at all events!





See what's coming up overleaf!

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







Upcoming Creative Socials...

FUN | FRIENDLY ADAPTABLE | INCLUSIVE



JUNE 2024

Caribbean Dancing with Rosy May

Celebrate music and movement of the Caribbean. Learn original choreography from different countries, have fun and get creative!

Monday 10th June Wednesday 19th June Hunstanton Community Centre, 1-3pm Great Massingham Village Hall, 1-3pm



JULY 2024

Creative Writing with Kathryn Simmonds

Come and join Kathryn as she leads a creative writing workshop on the theme of clothes. No writing experience necessary...just bring your own style!

Monday 8th July Wednesday 17th July

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



Celebrate Volunteers' Week and The Big Help Out with us!

This isn't your typical volunteer event but an EXTRAVAGANZA of fun activities to get involved in. See you at The Forum in Norwich June 7th 10.30am to 4pm!

#VolunteersWeek #TheBigHelpOut



https://www.ageuk.org.uk/norfolk/?gad_source=1&gclid=EAlalQobChMln8D1plv0hQMVXJ NQBh1-6wVIEAAYASAAEgLvF_D_BwE



NCAN

NCAN Partnership Meetings: further dates in 2024

NCAN's Partnership Meetings provide updates on new and existing projects, and include speakers on topics relevant to the Norfolk advice sector and beyond. Open to all, meetings (online) will be on: **5th June**; **7th August**; **9th October**; and **4th December** - from 10.00 to 11.30am. The dates (potentially subject to change) are also on our website.

A big thank you to everyone who took the time to complete our recent survey on the NCAN referral system. The responses are incredibly helpful - we will provide an update soon. If you have any questions about NCAN, the referral system or would like to get in touch contact us at: info@ncan.co.uk.

https://ncan.co.uk/



'What Next?' - A Free Online Course to Help You Navigate Life With a Spinal Cord Injury

Date: Wednesday 5 - Thursday 6 Jun 2024

Location: Online

Date: Wednesday 4 – Thursday 5 Sep 2024

Location: Online

Date: Wednesday 4 – Thursday 5 Dec 2024

Location: Online

"What Next?" is a free two-day Back Up course which takes place wherever you are. It is an online course hosted on Zoom with live sessions and workshops supported by volunteers who have lived experience of spinal cord injury, as well as professionals in their field. Topics covered include bladder and bowel care, managing family relationships, travel, health and wellbeing, mobility, pain and fatigue and more! You will also have permanent access to the Online Guide which is a resource providing important information about a range of topics related to living life with spinal cord injury. The Online Guide is available to all, even if you can't join the online course. Click the "Sign Up" button at the top of the page. Please enter your name, email address, and create a password – you can then sign in. If you get stuck, please do email in. They will also support you to develop a goal planning document to take away from the sessions, which you can work on and refer to beyond your "What Next?" course.

This course is free and takes place virtually, meaning you can join from the comfort of your own home. Please note that no sessions are compulsory, and you can design your course as you wish, depending on which subjects you would most like to learn or speak about.

If you would like some further information please call Abby Anderton, Digital Assets Coordinator, on 020 8875 6766 or email abby@backuptrust.org.uk

https://www.backuptrust.org.uk/support-for-you/life-changing-courses/what-next-online-spinal-cord-injury-course

Norwich



Being Healthy, Happy, Safe



A day of FREE fun, talks and performances run by people with learning disabilities

Save the date



June 12









After a brilliant event last year, we will be back in 2024!



Watch and join in with performers



Try things out on stalls



Try out crafts for FREE



Learn new things

Find out more at www.openingdoors.org.uk

The event provides a valuable opportunity to do something positive, inclusive and to "show people's talents and skills – we are more than just a disability label." Take a moment to watch our video from our event last year.

https://www.youtube.com/watch?v=HfEpeUV7wkU

If you would like to perform or have a stall, please go to https://www.openingdoors.org.uk/page/74/Being-Healthy,-Happy,-Safe and complete and return the application form.

Please share this with as many people as you can – thank you 😊

FREE Scam & Fraud Protection Workshop



Criminals are experts at impersonating people, organisations and the police.

Join Home Instead Norwich for an **informative session** of types of fraud and scams, how to spot them, and where to go for information and advice.

Date: Wednesday 19th June

Time: 2pm - 4pm (various 30 min slots available)
Where: St Peters Church Hall, Cringleford, NR4 6UE

To book your **free** place, contact St Peters Church office by emailing church.cringleford@tiscali.co.uk or call 01603 259138.



Norwich Early Help Hub Professional Free Information and Learning Sessions

18 June 2024 at 1000am - CFICS - Community Fully Integrated Care and Support aims to bring together a range of health, social care, housing, and voluntary organisations. They look at a patient's specific needs by sharing relevant information and addressing the needs as a multi-disciplinary team. The Integrated Care Coordinators (ICC's) organise multi-disciplinary meetings to ensure patient's care and support is coordinated. The session will tell you what CFICS is, what its role is within the ICC, when and how to refer to an ICC and the services they work with.

25 June 2024 at 1000am - Neighbourhood Watch Schemes - Norfolk Police and Norfolk Neighbourhood Watch are working together to try and get more Neighbourhood Watch schemes/groups set up across the county and increase membership. They are also strengthening the link between schemes and their local policing teams. In this session, they will include how partners can assist schemes in their community work and how to encourage membership.

To book, please contact bethwall@norwich.gov.uk

Priscilla Bacon Hospice Charity Art Workshop in the Garden

We're delighted to share the success of our inaugural Art Workshop in the Garden. It was a truly splendid day, with the sun shining down upon us.

Our Head Gardener, Jack, who brings with him a wealth of experience as an established artist and sculptor, led an engaging session amidst the enchanting backdrop of our garden. He imparted valuable observation techniques, allowing participants to capture the intricate details of flowers and plants.



These workshops are thoughtfully designed to be inclusive and accessible to all, offering a delightful opportunity to connect with nature in a relaxed and welcoming setting. Jack will continue to guide you through a series of creative workshops, exploring the harmonious interplay of colour, light, texture, movement, and perspective within the serene environs of Priscilla Bacon Lodge.

Limited spaces are available for our upcoming workshops! Follow the link below for more information and secure your spot today:

https://www.priscillabaconhospice.org.uk/news-events/events/art-workshop-in-the-garden-june-2024/

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Art Workshop in the Garden Join our Head Gardener for monthly art workshops in the garden, celebrating the positive effects

that gardening, creativity, and the natural environment can have on personal well-being.

The events will cover a range of activities including drawing, painting, writing, printmaking, and photography, through the use of simple resources that can be taken away to continue work in your own time.

Monday 10th June 10.30am to 12.30pm



South Norfolk

WYMONDHAM OPEN GARDENS 2024

June 1st and 2nd - 12 noon to 5pm

Programmes £5 per adult

Access to all gardens on both open days

Proceeds to Wymondham Heritage Museum

Printing and advertising sponsored by Wymondham Garden Centre

Available from:

Wymondham Garden Centre (Tuttles Lane),

Wymondham Heritage Museum,

Wymondham Abbey Shop,

Tourist Information Centre,

The Marmalade Tree,

Reeves Stationery,

and at the market (Fridays 17, 24, 31 May, Saturday 18 May & Sunday 2 June)

Also from all participating gardens – look for the yellow balloons





Free CPR/life-saving skills training session

- learn how to save someone's life

on Wednesday 19 June 2024 at 6.30pm at Fairland Hall, Wymondham

For details and to secure your place, please contact Beth on 07793 955570

East Norfolk



CARERS WELLNESS & INFORMATION DAY

St George's Theatre, King Street, Great Yarmouth, NR30 2PG Wednesday 5th June, 10.30am to 2pm.



- Wellness activities
- Information stands
- Sign up for a Carers Identity Passport
- Refreshments



We look forward to welcoming Carers and the people you care for to this FREE event in Great Yarmouth. Focusing on Carers Wellness and the support available to Carers within the Great Yarmouth and East Norfolk area. For travel/parking info please visit stgeorgestheatre.com/parking/









RSPCA Microchipping Events

Back by popular demand, we have three new £5 microchipping events alongside Lost and Found Cats In Norwich Rehoming Page and RSPCA East Norfolk Branch!

Join us in Great Yarmouth, Ashwellthorpe or Longwater, Norfolk, and get your cat, dog or rabbit microchipped for only £5!

17th June RSPCA East Norfolk Branch 10am til 3pm

18th June RSPCA Mid Norfolk & North Suffolk Branch 10am til 3pm

29th June Vets4Pets Norwich Longwater 10am til 3pm

Appointments are available from 10am and 3pm.

Email woof@rspcanorwich.org, lostandfoundcatsinnorwich@gmail.com or call 0303 040 1565 to book your slot.

SUBSIDISED PET MICROCHIPPING

17TH JUNE 2024

RSPCA EAST NORFOLK, GREAT YARMOUTH

18TH JUNE 2024
RSPCA MID NORFOLK AND NORTH SUFFOLK
ASHWELLTHORPE, SOUTH NORFOLK

29TH JUNE 2024
COMPANION CARE LONGWATER, NORWICH



ONLY £5 FOR DOGS, CATS & RABBITS



A two day, family festival on the East Coast
SATURDAY 2PM - 8PM SUNDAY 10AM - 4PM

· LIVE MUSIC · CHILDRENS RIDES · FOOD

TRUCKS · LICENCED BAR · GLITTER BAR ·

PETTING FARM · FACEPAINTING · MOBILE

ARCADE · HAIR BRAIDING · INFLATABLES ·

DANCERS · DINOSAURS · MARKET STALLS ·

SLUSHIES · CHARACTER MEETS · DOG SHOW ·

STORYTELLERS · ARTS & CRAFTS · ALPACA

WALKS · FOOTBALL SKILLS · OBSTACLE

COURSE · PUNCH & JUDY · TRAMPOLINES ·

EMERGENCY SERVICES · VIKINGS · ARCHERY

· & MUCH, MUCH MORE!

Entertainment offerings will vary each day, full details will be announced prior to the event.



caisterfestival@outlook.com



North Norfolk





for Carers

Come along, chat & connect

Friday 14th June from 2-5pm Cromer Community Centre, NR27 9HL

Have a cuppa, chat with people, join in with activities & find out about support services and community groups in your area!

Stands include Family Voice Norfolk, Integrated Care Coordinators, Alzheimer's society and more...

Everyone is welcome!







North Norfolk
Health &
Wellbeing **
Partnership

Healing Harbour-Free workshop with Beverley Bishop

FINDING ...

A FREE workshop with Beverley Bishop







Beverley shares the tools she has learned to bring more joy and happiness into her life, in this fun, interactive and thoughtprovoking workshop

"This was a unique experience for us all and very quickly people felt at ease and were able to share some very deep and meaningful ideas of what magic meant to them as individuals, leading to further discussions in pairs and within the group"

8th June, 6-8pm East Runton Village Hall

For more information please contact: thehealingharbour22@gmail.com or admin@findingmagic.co.uk findingmagic.co.uk



Spotlight on Reedham

REEDHAM

Reeham is a small, Broadland village with a population of around 1200, swollen in the summer months by visitors because of its location on the river Yare about half way between Norwich and the east coast. Along the attractive riverside there are moorings, pubs and restaurants and the village also has a craft brewery and Pettitts Adventure Park with animals, rides and entertainment. Pettits started in 1922 as a poultry processing factory and in the post-war years diversified producing flowers and gifts made from feathers and taxidermy.



There are no road bridges across the Yare between Norwich and Gt Yarmouth and Reedham offers a crossing by chain ferry. Just downstream from where the River Chet joins the Yare and a mile or so upstream from the village there has been a ferry here since early in the seventeenth century. The ferryboat currently in use was built in 1983 in Oulton Broad and can carry two vehicles. On the south side of the ferry the road passes through reed marshes to the charmingly named villages of Nogdam End and Heckingham while on the norther bank is the Cantley Sugar factory, opened originally by a Durch company in 1912.



Until the end of the last century, the river Yare at Reedham carried sea-going cargo vessels carrying coal, grain, scrap metal, concentrated fruit juice for Colmans and Scandinavian timber through Gt Yarmouth to the then busy port of Norwich.

At the opposite end of the village from the ferry are two engineering feats of the early 19th century, both reflecting the change from a rural to an industrial way of life. The Haddicoe New Cut is a three mile long dead straight canal dug between Reedham and St Olaves to facilitate the passage of shipping from Lowestoft to Norwich. It was opened in 1833; the year slavery was abolished, and now carries mostly pleasure craft. It never achieved its purpose for two main reasons: firstly the main channel across Breydon Water was dredged to accommodate bigger ships from Gt Yarmouth, and secondly the coming of the railways.



The original swing bridge was opened in 1847 by Sir Samuel Morton Peto for the Lowestoft Railway and Harbour Company. The current bridge, dating from 1904, was built when the track was doubled. It carries the Wherry Line from Norwich to Lowestoft and is still opened about 1300 times a year as there is only about 10ft. of headroom under the bridge. Most recently the bridge achieved national attention when Michael Portillo operated the mechanism to open the bridge in his TV series "Great British Railway Journeys.

P.S. And there is a ghost. On an August night an old man is chased by a spectral mob. He escapes into a boat, and they all disappear.

Kind regards

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

Email:

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: nopspb@aol.co.uk or ring 07963 304015 and leave a message.



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