

# South Norfolk Bulletin



## Training & Workshops

- [Free Dementia Training Workshops](#)
- [Active Norfolk- Physical Awareness Training](#)
- [Free Workshops – Harleston Information Plus](#)

## Conferences & Events

- [Understanding & Living with a Personality Disorder](#)
- [Broadland Community at Heart Awards 2019](#)
- [Family voice, Family chat – SEN support](#)

## Clubs, Groups & Activities

- [Get Set to Go – Running programme](#)
- [DRAGON recruitment](#)
- [Pathway to parenting – antenatal programme](#)
- [Parenting Group - MAP](#)
- [Leaders Unlocked – Children in England](#)
- [BLAH LGBT + Youth Groups](#)
- [Home Start Volunteering Opportunities](#)
- [Goals- All to Play For Football Group](#)
- [Hope Church Community Projects Diss](#)

## Service Information

- [Suicide Bereavement Support](#)
- [Norfolk Community Directory](#)
- [Changes to Yellow Pages](#)
- [NCC Household Hazardous Waste days](#)
- [Carers UK – digital services](#)
- [Young Parents Project](#)
- [Carers Matter Norfolk- Young Carers](#)
- [St Martins – Under 1's Wing](#)
- [Open Library](#)
- [Norfolk Library – free projects](#)
- [Home Sight Test](#)
- [OCD Action Help and information line](#)
- [Table Tennis England](#)
- [Momentum Child Criminal Exploitation Survey](#)

## Employment & Volunteering

- [Princes Trust – British Racing School work experience](#)
- [Princes Trust – Trust Team](#)
- [NHS Foundation Trust – Volunteer Settle in Service](#)
- [Harleston Jobs Club](#)

## Grants & Funding

- [Saracens Norfolk Fund](#)

The hub bulletin is distributed bi-weekly. If you have anything that you would like us to include in the next edition, or if you wish to unsubscribe from our mailing list, please let us know by emailing:

[earlyhelphubsouth@S-NORFOLK.GOV.UK](mailto:earlyhelphubsouth@S-NORFOLK.GOV.UK)

**Edition**  
**53**  
30/08/2019

# Free Dementia Training Workshops



## FREE DEMENTIA TRAINING WORKSHOPS

**For family carers and those who come into contact with people with dementia through their work**

The training workshop consists of one 2 hour session covering:

1. Alzheimer's Disease & Other Dementia's – gives participants a good basic understanding of the condition, its symptoms and impact on behaviour.
2. Capturing Life's Journey – introduces the benefits of recording information about the life of the person and shows how this can be used to provide high quality care.
3. Techniques to Manage Behaviours – demonstrates how some understanding together with a number of simple techniques can have a very positive impact on the individual and carer alike.
4. Activities to Encourage Engagement – provides understanding, ideas and techniques to help the carer engage the person with dementia.

The workshops are run from the Home Instead Senior Care training suite in Norwich and are free of charge. Places are limited to provide a friendly, comfortable and welcoming environment. Alternatively we can come out to your organisation to run a session. Workshops are being run on the following dates:

Tuesday 10<sup>th</sup> September at 14:00  
Thursday 3<sup>rd</sup> October at 14:00  
Thursday 14<sup>th</sup> November at 10:00

**For more information or to reserve a place please email Mark Johnston at  
[mark.johnston@homeinstead.co.uk](mailto:mark.johnston@homeinstead.co.uk) or call 07776 060837**

# Free Workshops – Harleston Information Plus



8 Exchange Street,  
Harleston IP20 9AB

## FREE WORKSHOPS AT HiP October 2019



### How to Get on the Property Ladder

Saturday 5<sup>th</sup> October, 11am - 1pm

- How to get your finances in order to get on the property ladder
- Free advice from Barclays specialists on mortgages, government schemes, etc

### Fraud and Scam Awareness

Monday 7<sup>th</sup> October 10am – 12 noon

- Would you recognise a scam?



### Using Tablets, Smartphones and Laptops

Monday 21<sup>st</sup> October 10am – 12 noon

- Searching and shopping safely on the internet
- On-line and mobile banking
- Bring your own smartphone, tablet or laptop for advice and guidance

All classes are **FREE** but places are limited.

Contact us to reserve a place:

**Phone:** 01379 851917

**E:mail:** [hip@harleston-norfolk.org.uk](mailto:hip@harleston-norfolk.org.uk)



# Active Norfolk- Physical Activity Awareness Training

active norfolk

## Physical Activity Awareness Training

**Help patients lead healthier lifestyles with FREE bespoke training for health professionals**



### Why consider physical activity?

- 27% of adults in Norfolk do less than 30 minutes of exercise per week
- Low activity levels is a major cause of disease and disability in England
- Regular physical activity can help to prevent and manage over 20 chronic conditions and diseases
- Lack of physical activity is costing the UK an estimated £7.4 billion a year, including £0.9 billion to the NHS alone

### Why it matters to you:

There is evidence to show that 1 in 4 patients would be more active if advised by a GP or a nurse, but 72% of GPs do not speak about the benefits of physical activity with patients.

### Active Norfolk's free training covers:

- How physical activity compares with other modifiable behaviours
- How physical activity is important in the prevention and treatment of long-term health conditions
- The epidemiology of physical activity in the UK
- The current recommendations regarding physical activity
- The benefits of physical activity on health
- How you can use a brief intervention to encourage activity
- How you can recommend a suitable activity & what is available

To register your interest for Active Norfolk's free physical activity training or for further information, contact Amy Story at:  
[amy.story@activenorfolk.org](mailto:amy.story@activenorfolk.org) or call 01603 731564

# Understanding & Living with a Personality Disorder



## Understanding & Living with a Personality Disorder



**Wednesday 18th September 2019  
10am - 3pm**

**The King's Centre  
63—75 King St, Norwich NR1 1PH**

This is a **free to attend** event for families and friends who care for people living with a Personality Disorder.

For further details please contact:

Howard Tidman  
[howard.tidman@nsft.nhs.uk](mailto:howard.tidman@nsft.nhs.uk)  
Tel: 07557 290169

Kevin Vaughan  
[kevin.vaughan@carersmatternorfolk.org](mailto:kevin.vaughan@carersmatternorfolk.org)  
Tel: 01603 883812



# Broadland Community at Heart Awards 2019



We have just launched our **Broadland Community at Heart Awards**. There are 10 nomination categories.

We'd like to encourage more nominations of inspiring people from Broadland this year, before the closing date on Sunday 29<sup>th</sup> September. Please share this with any colleagues who may be interested too.

We're keen to have nominations from people from a diverse range of backgrounds and life experiences, people you may know through your work with who live or work in Broadland.

If you are working with anyone who has demonstrated doing something extra special then please nominate them.

Winners will be awarded a trophy plus £250 towards a voluntary group of their choice.

The form is short and easy to complete. It's available through the link below.

There is more information on nominating and the categories here:  
<https://www.broadland.gov.uk/heart>

Please contact Laura Woollacott if you have any questions or queries by emailing her on [lwoollacott@s-norfolk.gov.uk](mailto:lwoollacott@s-norfolk.gov.uk) or calling 01508 533816.

# Family Voice, Family Chat – SEN support



**Are you the parent of a child or young person with special educational needs and/or disabilities (SEND)?**

Join us for coffee at an information and feedback session about

## **SEN Support and Education, Health and Care Plans (EHCPs)**

We've invited Norfolk SEND Partnership Information, Advice and Support Service (**SENDIASS**) and a representative of the Local Offer to join us so you can:

- Find out more about SEN Support and EHCP assessments
- Tell us about your own experiences of support for your child with SEND
- Ask questions in a relaxed setting
- Share ideas with other parent carers



**Tuesday 17 September** 10.00am – 1.00pm  
Community Room, South Lynn Community Centre, 10 St. Michael's Road, **King's Lynn**, PE30 5HE

**Monday 23 September** 10.00am – 1.00pm  
The Suite, Dereham Football Club, Aldiss Park, Norwich Road, **Dereham**, NR20 3PX

**Tuesday 24 September** 10.00am – 1.00pm  
The Noble Hall, The Priory Centre, Priory Plain, **Great Yarmouth**, NR30 1NW

**Monday 30 September** 10.00am – 1.00pm  
The Colman Room, South Norfolk House, Cygnet Court, **Long Stratton**, NR15 2XE

**Wednesday 2 October** 10.00am – 1.00pm  
Main Hall, Aylsham Care Trust, St. Michael's Avenue, **Aylsham**, NR11 6YA

If you can come, please email us at [events@familyvoice.org.uk](mailto:events@familyvoice.org.uk) or call/text on 07535 895748.

# Get Set to Go – Running programme



Want to feel healthier, connect with like-minded people and enjoy yourself? If the answer is YES then Get Set to GO is for you!

Get Set to Go is a programme managed by Norfolk and Waveney Mind and Active Norfolk to help people with mild to moderate mental health conditions to be more active, meet other people and feel better.

We are starting a new, free activity in Heartsease: a run-for-fun, set-your-own goals group led by qualified coaches with plenty of outdoors exercise followed by a friendly get together.

## Where?

Heartsease Recreation Ground – meeting point outside Norfolk and Waveney Mind's office, 50 Sale Rd NR7 9TP

## Dates

TASTER SESSION: Wednesday 7 August, 18.30 – 19.30

REGULAR SESSIONS: every Wednesday from 14 August to 30 October, 18.30 – 19.30

Please contact Paola on [gstg@norfolkandwaveneymind.org.uk](mailto:gstg@norfolkandwaveneymind.org.uk)

[www.norfolkandwaveneymind.org.uk](http://www.norfolkandwaveneymind.org.uk)

# DRAGON recruitment



## Join Us

*and use your voice!*

### ***The DRAGON crew needs new members!***

If you are a young person with a disability aged 11-25 and think you might be interested in joining a group which -

- helps people to access and be involved in their community services
- takes part in big decisions which affect the services people use
- is a voice for people with disabilities
- reviews leisure venues, clubs and other facilities
- helps people make friends and have lots of fun...
- makes real change happen....

*....get in touch!*

Contact : Sarah Harrison, DRAGON Project Lead

01603 627 662 / 07795576983    [dragons.project@outlook.com](mailto:dragons.project@outlook.com)

# Pathway to parenting – antenatal programme



## Pathway to Parenting



A free 5 week antenatal programme for mums and your partners - preparing you for birth and

Fun and interactive sessions covering labour, delivery, baby care and the role of the professionals you will meet along the way.

Pick up information and practical skills from midwives, health visitors, and parent support staff

**If you are under 26 you can attend with other younger mums and dads at MAP in Norwich.**

MAP is a specialist young persons organisation that provides advice, counselling and youth work. P2P is part of the services MAP provides for young mums and dads. (We can help with travel costs if coming from outside Norwich)

### Next Programme at MAP

**4 to 6 pm, 30th Oct, 6th Nov, 13th Nov,  
20th Nov & 27th Nov.**

To register to attend P2P at MAP, or for more information, please call (01603) 766994 or call in to complete an application form; MAP, The Risebrow Centre, Chantry Road, Norwich, NR2 1RF or email [andywood@map.uk.net](mailto:andywood@map.uk.net).

**map** here for young people  
finding their way

[www.norfolk.gov.uk/childrenscentres](http://www.norfolk.gov.uk/childrenscentres)

Norfolk County Council

# Parenting Group - MAP



## Circle of Security Parenting Group for mums and dads aged 25 and under



Are you a parent with a child under 4?

Would you like to :

- Better understand your child's emotional world
- Support your child's ability to successfully manage emotions
- Enhance the development of your child's self esteem
- Build a stronger and secure relationship with your child

The Circle of Security Parenting Program uses a series of DVD scenarios of "real" parents, infants and toddlers. Through the use of the DVD clips, simple graphics, handouts and supportive discussion, parents can learn to increase their observations of their children's needs, develop new insights and feel more confident to respond to their children.

**This is a 10 week course. Please contact Sarah Healy to book a place or for further information: 07551 150767**

MAP

The Risebrow Centre  
Chantry Road  
Norwich

**Next group starts:**

*Run in partnership between MAP and Point 1 Parent Infant Mental Health Team*

# Leaders Unlocked – Children England



## Do you think support for young people should be designed with young people themselves?

We're looking for 13 – 21 year olds to take the lead on a project tackling some big issues, such as how schools, housing, health and neighbourhoods can become really child-centred. If you have ideas about how to improve support for young people, or you want to help others to make their voices heard, we'd love to hear from you.

- Join a new youth-led project at the national level
- Discuss issues and solutions with decision-makers & experts
- Help other young people across England to have a voice
- Develop leadership skills & gain valuable experience

Applications by **September 27<sup>th</sup> 2019**

For more info & how to apply please contact [anna@leaders-unlocked.org](mailto:anna@leaders-unlocked.org)  
[childrenengland.org.uk/childfairofstate-youngleaders](http://childrenengland.org.uk/childfairofstate-youngleaders)

**LEADERS  
UNLOCKED**

**Children  
England**  
Charities working for  
children and families

# BLAH LGBT + Youth Groups



## BLAH LGBT+ YOUTH GROUPS

Norwich, West Norfolk, Breckland and Great Yarmouth.

Provides support for young **lesbian, gay, Bisexual and transgender** people as well as those **Questioning** their **sexuality or gender identity**  
Ages 25 and below.

Our youth groups meet **fortnightly** in a safe  
And confidential space.

We fully understand that not everyone wants  
Or can attend a youth group so we also provide  
**Support via:**



BLAH LGBT+ Youth Project



01603 219299



blah@norfolklgbtproject.org.uk

BLAH LGBT+ is part of Norfolk LGBT+ Project services  
[www.norfolklgbtproject.org.uk](http://www.norfolklgbtproject.org.uk)



BLAH LGBT+ Youth is part of Norfolk LGBT+ Project.  
All our Volunteer Youth Support Workers are DBS checked and undertake training that is relevant to their role.

**Lovewell Blake**  
Different because you are



Registered Charity No. 1129770

# Home Start Volunteering Opportunities

Home-Start Norfolk is an independent local charity dedicated to supporting families with young children.

Our network of trained volunteers visit families in their own homes, once a week, to offer support tailor-made to their needs. Supporting families through their most challenging times to enable children to have the best possible start in life.

"My volunteer helped me so much, I would have been in a very difficult place if it wasn't for Home-Start" Supported mum of two.

We are looking for parents or grandparents who could support a family in need for just 2 – 3 hours a week to join our FREE volunteer preparation courses (term time only, from 9.30am - 2.30pm):

- **Wymondham Community Hub**, Tuesdays for 8 weeks starting on 17th September
- **Narborough Community Centre**, Thursdays for 8 weeks starting on 19th September
- **Aylsham Drill Hall**, Fridays for 8 weeks starting on 20th September
- **West Costessey Hall**, Norwich, Mondays and Wednesdays starting on 30th September

## Can you help?

Call us now on **01603 977040**  
for an informal chat, or visit our website:  
[www.homestartnorfolk.org](http://www.homestartnorfolk.org)



**Norfolk**

Home-Start Norfolk, The Community Centre, Swaffham, Norfolk, PE37 7RB  
Registered Charity No: 1106362. Company Limited by Guarantee: 519632



# Goals- All to Play For Football Group

## All to Play For

Finding life difficult at the moment?

Unite with other blokes who may feel the same and have a shared love of the beautiful game.

The All to Play For football group could help you get off the bench and get your head back in the game!

- Aimed at men aged over 18
- Learn new skills on and off the pitch
- Meet new people
- Be supported by your team mates
- Regular drop-in sessions for further support



Free of charge

Wear suitable clothing  
and trainers

Held every Thursday 1.30pm - 2.30pm, from 18th April at  
Goals Football Centre, Hall Road, Norwich NR1 2GB

For more information email: [menswellbeingproject@nsft.nhs.uk](mailto:menswellbeingproject@nsft.nhs.uk)

[www.nsft/alltoplayfor](http://www.nsft/alltoplayfor)

 @NSFTtweets #alltoplayfor

 [facebook.com/NSFTrust](http://facebook.com/NSFTrust)

All to Play For is delivered by NSFT's Men's Wellbeing Project

© September 2017 NSFT. Gfx 4776



active norfolk

  
Norfolk and Suffolk  
NHS Foundation Trust

# Hope Church Community Projects- Diss

Community Works is the volunteer service run by Hope Church. Launched in September 2007, Community Works serves the communities of Diss, Harleston and the surrounding villages. The primary objective is to help those in need where help is not necessarily easily available elsewhere and which will assist them towards a better quality of life and in so doing to help create working communities. Help is usually offered in a range of situations to those referred by our partner care professionals.

We offer assistance across South Norfolk and North Suffolk supporting people or communities who lack the resources to help themselves. Support may be offered to those such as the elderly with no family nearby; those being rehoused from homelessness or supported accommodation; single parent families; the sick or disabled with no supportive networks.

Our areas of operation fall into two main categories:

Furniture Project

Gerald's Room

## Furniture Project

Good quality furniture and household essentials are donated by members of the community or business partners and are recycled out to those being rehoused or judged to be in need by care professionals.

Donations – We are always looking for good quality donations and would be pleased to accept the following items:

- Furniture
- Sofas
- Suites
- Armchairs
- Tables and chairs
- Coffee tables
- Sideboards
- Dressers
- Chests of drawers
- Wardrobes
- Beds, bunk and sofa beds
- Bedding
- Kitchen Equipment
- Cutlery
- Crockery
- Pots and pans
- Cooking dishes and trays
- Cooking utensils
- Electrical Equipment



We can only accept new small electrical equipment because of the regulations concerning PAT Testing. Larger items also take more space than we have available.



But, we would be delighted to receive new kettles or toasters and would encourage anyone willing to donate to add one to their weekly shop.

Our strap line is: If it is clean, in good condition and something that you would be pleased to accept as a gift yourself, then we would be pleased to give it as a gift to someone else.

We can only accept upholstered items if there is a label attached showing they comply with the Furniture and Furnishings (Fire Safety) Regulations.

Beds have to be in very good condition with no rips, tears or stains and have a fire label sewn on referring to BS7177.

We love unusual items too, so if in doubt, give us a call.

Community Works occasionally takes on a larger scale project for a local community, Housing Association or Residents' Group. Examples of work undertaken include litter clearance, a new planting scheme on Fitzwalter Road, decorating the Diss Park Pavilion, laying a new path at Harleston Primary School and painting the Taylor Road Residents' Association Meeting Room.

## **Gerald's Room**

Gerald's Room is a fully equipped workshop, launched at Easter 2014, which works alongside and complements the Furniture Project.

Many donated furniture items, which may have been turned away because of minor damage or needed repair work, can now be recycled into useful pieces of furniture by giving them a second lease of life and avoiding unnecessary landfill.

Gerald's Room provides an opportunity for members of the community to involve themselves in some very worthwhile work while, at the same time, learning new skills and making new friends working shoulder to shoulder with other volunteers.

There is also the opportunity to use the facilities for individual projects.

Currently, there are men's groups operating, both daytime and evening. A women's group is also operating and focussing on furniture upcycling. Some items of refurbished and restored furniture are for sale as well as items that have been made from recycled and reclaimed wood.

### [Want to know more?](#)

To receive help, find out more, or to offer your time, skills or a donation of some kind, please contact Community Works by calling the Co-ordinators, Adrian or Rosemary Roy, on 07938 005999.

<http://www.wearehopechurch.net/community-projects/>

# Suicide Bereavement Support

## SUGGESTED READING

### HELP IS AT HAND

*Public Health England*

A national postvention guide for people affected by suicide, with both emotional and practical support. People who have been bereaved by suicide used their experiences to support the production of this resource. Available online at: [www.nspa.org.uk](http://www.nspa.org.uk) or available to order.

### THE UNIQUE GRIEF OF SUICIDE

*Tom Smith*

"A gem of a book. The author, through a labour of love and generosity, is able to turn a personal tragedy into an opportunity to reach out and help many others. His work combines scientific data and personal feelings admirably."

### SILENT GRIEF

#### — LIVING IN THE WAKE OF SUICIDE

*Christopher Lukas*

Silent Grief is a book for and about "suicide survivors" — those who have been left behind by the suicide of a friend or loved one. The author draws on his own experiences, as well as those of numerous others.

### NO TIME TO SAY GOODBYE

#### — SURVIVING THE SUICIDE OF A LOVED ONE

*Carla Fine*

The author brings suicide survival from the darkness into light, speaking frankly about the overwhelming feelings of confusion, guilt, shame, anger, and loneliness that are shared by all affected by a suicide.

## CHILDREN'S BOOKS

### LUNA'S RED HAT

*Emmi Smid*

This storybook is designed to be read with children aged 6+ who have experienced loss of a loved one by suicide. It includes a guide for parents and professionals by bereavement expert, Dr Riet Fiddelaers-Jaspers.

### BEYOND THE ROUGH ROCK

*Julie A. Stokes*

This is a useful book aimed at giving parents and professionals the confidence to involve children in discussions about the nature of a death by suicide. The book includes child friendly activities for you to do as a family as you begin to make sense of what has happened and start to look at ways in which your family can learn to cope.

### RED CHOCOLATE ELEPHANTS

*Diana C. Sands*

In this book, children write and draw what it was like losing a parent to suicide. With directness they offer insights for other children facing such tragedy, for parents, carers and therapists supporting such children, and for any one responding to suicide of grief and seeking to continue life.



Have you  
been affected by  
Suicide?

This leaflet has been put together by the Norfolk and Waveney Suicide Bereavement Partnership for local families, friends or anyone who has been affected by suicide. In this leaflet you will find information about both practical and emotional support, personal accounts of others who have been bereaved through suicide and some things to expect after a loss.

Suicide is a bereavement like no other. It is often very traumatic and not only affects close family and friends but also colleagues,

professionals and the local community. Those left behind may feel isolated and people around you may find it difficult to know what to say.

Why didn't they  
tell me how they  
were feeling?

You may experience a variety of emotions including anger, guilt and blame, all of which are normal responses to difficult circumstances.

I feel isolated.  
Some people avoid  
talking to me.

→

Norfolk and  
Waveney Suicide  
Bereavement  
Partnership

Norfolk and  
Waveney Suicide  
Bereavement  
Partnership

Norfolk and  
Waveney Suicide  
Bereavement  
Partnership

## Common reactions and emotions that may be experienced after a loss by suicide include:

- numbness and disbelief
- anger towards the person who has died
- rejection, abandonment and intense mixed emotions
- difficulty talking about the way the person died
- reluctance to discuss the way the person died to children
- misunderstanding and isolation
- anxiety about stigma or shame around suicide
- blaming yourself or others
- repeatedly going over events before and after the death
- having suicidal thoughts

*"When it happens it feels like you are the only one going through it. It really does help to meet others in the same situation."*

*"Talking to people who had lost someone in similar circumstances helped me to understand that I wasn't alone."*

## LOCAL SUPPORT

There is a range of different types of support available when someone has died. These include:

### NORFOLK AND WAVENEY MIND

Norfolk and Waveney Mind, is your local mental health charity and has a service that supports those bereaved by suicide. For more information call: 01603 432457 or visit [www.norfolkandwaveneymind.org.uk](http://www.norfolkandwaveneymind.org.uk)

### NELSON'S JOURNEY

Nelson's Journey is a charity that supports children and young people aged 0-17 years living in Norfolk who have experienced the death of a significant person in their life. For more information call: 01603 431788 or visit [www.nelsonsjourney.org.uk](http://www.nelsonsjourney.org.uk)

### EMPATHY

Empathy is an independent, Norfolk based, community group that aims to provide support for people who are suffering bereavement through suicide. For more information email: [empathynorfolk@gmail.com](mailto:empathynorfolk@gmail.com), call 07876 496711 or visit [www.empathynorfolk.co.uk](http://www.empathynorfolk.co.uk)

### HOPE AFTER SUICIDE LOSS

Hope after Suicide Loss is an independent, established, peer led organisation that offers indefinite support for suicide loss in both Suffolk and Norfolk. You must be eighteen years or over to access this service. Please contact 07531 087623 for more information on or visit [www.hopeaftersuicideloss.org.uk](http://www.hopeaftersuicideloss.org.uk)

### CRUSE

Norwich & Central Norfolk Cruse Bereavement Care is a self-funding voluntary organisation that provides support for bereaved adults. Our service is free and available to all without discrimination. For further details of our services and how we can support you, please contact 01603 219 977 or email: [norwich@cruse.org.uk](mailto:norwich@cruse.org.uk)

### CORONER'S CHAPLAIN

The Chaplain is available for practical and emotional support before or during an inquest for families or witnesses. The service is free and there to support anyone, regardless of faith or no faith. For more information please call 07947 559845 or email: [coroner@norfolk.gov.uk](mailto:coroner@norfolk.gov.uk)

### STAY ALIVE APP

Hosted by Norfolk County Council this App offers signposting to national bereavement support services and suggestions of various coping strategies.

### NATURE AND NURTURE

At Nature and Nurture Therapeutic Services we offer an alternative to conventional counselling by utilising the relaxing and therapeutic qualities of the natural world. Our project 'The Nature Of Grief' supports bereaved young people 0-25yrs in Suffolk and 18-25yrs in Norfolk, many of whom have had a loved one take their own life or in other sudden traumatic circumstances. We run a support group for young people in South Norfolk and Waveney who are struggling with Mental Health difficulties, feelings of worthlessness and suicidal thoughts. Our support is delivered in a non judgmental, laid back way and tailored to individuals or groups and can take place anywhere from our boat 'Spirit Of Joy' on the broads, walks through the countryside, on the beach etc, to a families home. We pride ourselves in adapting to meet our clients needs. Contact us via email: [info@natureandnurturetherapeutic.com](mailto:info@natureandnurturetherapeutic.com) or call 07802 481333, Twitter @NNTherapeutic, Facebook @natureandnurturetherapeutic or visit [www.natureandnurturetherapeutic.com](http://www.natureandnurturetherapeutic.com)

### GP

In circumstances where you may struggle with your own mental or physical health it is important to speak to your GP.

### FUNERAL DIRECTORS

Funeral directors are experienced at supporting people who have been bereaved and may be able to offer further support. Speak to your funeral director to enquire about the support they may offer.

Norfolk and Waveney Suicide Bereavement Partnership

# Norfolk Community Directory



# Norfolk County Council

## Early help & Prevention services Information sheet

### Norfolk Community Directory

The Norfolk Community Directory is an online directory that can be used to find a range of clubs, events, groups and organisations in your local community.

We are working with partners to improve the Norfolk Community Directory and make it easier for you to find information.

To find out more about the Directory, please go to [www.norfolk.gov.uk/directory](http://www.norfolk.gov.uk/directory) or if you need help to register a group/activity or service contact the Norfolk Community Directory admin team at [communitydirectory@norfolk.gov.uk](mailto:communitydirectory@norfolk.gov.uk) or call 01603 774775/774785.

### Your guide to care and support for adults 2019

Contains lots of useful information to enable people to stay independent in their own homes for as long as possible. 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.

The Guide is available online to download as a PDF or as an eBook to read at [www.norfolk.gov.uk/careservices](http://www.norfolk.gov.uk/careservices) or for a free copy contact Norfolk County Council Customer service Centre on: 0344 800 8020. Bulk orders from statutory & voluntary organisations can be requested via <http://brochure.norfolkslivingwell.org.uk/> and any other organisations through [developmentworkers@norfolk.gov.uk](mailto:developmentworkers@norfolk.gov.uk)

### Web pages

Norfolk County Council web pages has further information:

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

For Care, support and health please go to:

[www.norfolk.gov.uk/care-support-and-health](http://www.norfolk.gov.uk/care-support-and-health)

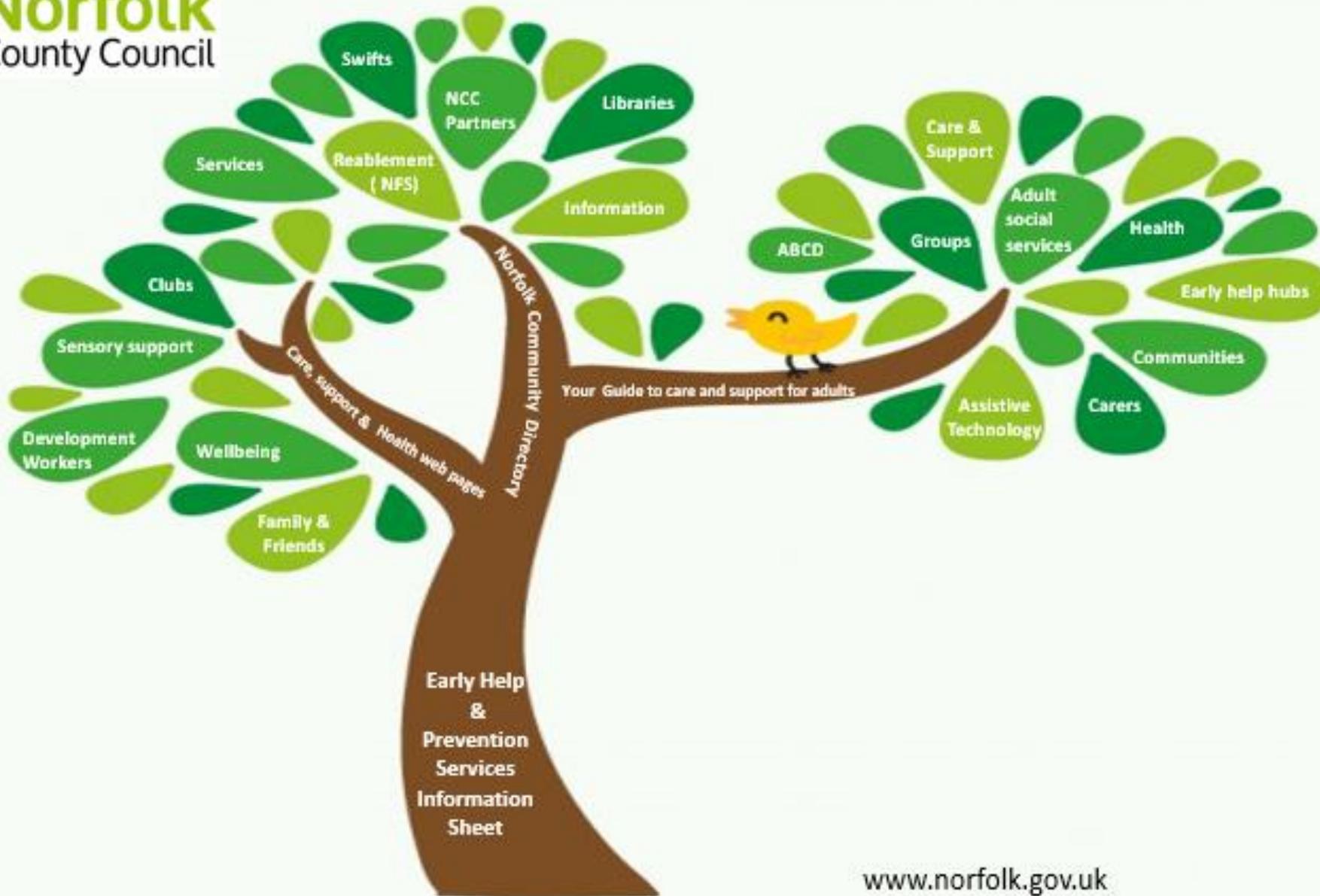
For transport information:

<https://www.norfolk.gov.uk/care-support-and-health/support-to-stay-at-home/helpwith-transport>





**Norfolk**  
County Council

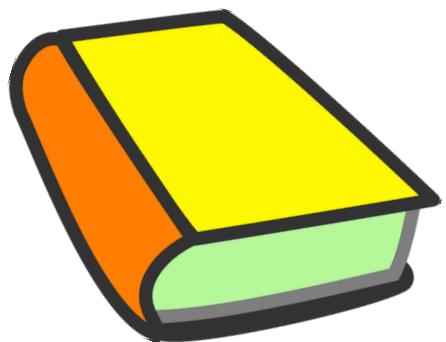


[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

# Changes to the Yellow Pages – useful links

We thought it would be useful to remind people that Yellow Pages will no longer be distributed in the future. As not everyone is able to access information online they may have relied on this publication to find businesses in the past.

<https://metro.co.uk/2019/01/18/yellow-pages-stop-printing-directories-nobody-uses-anymore-8358640/>



In case you were unaware, we have an online (only) directory called “Trusted Trader”. This enables you to easily check what services are available in a specific area. The scheme is operated by Norfolk County Council Trading Standards service in partnership with Referenceline. Members agree to comply with strict standards and undergo a series of background checks as part of the accreditation process. Member businesses are assessed by their own customers, through a survey system operated by Referenceline, helping other consumers make a more informed, and more confident, choice of trader.

[www.norfolk.gov.uk/trustedtrader](http://www.norfolk.gov.uk/trustedtrader)

For those who unable to access this information online, it can be easily checked by a family member, neighbour or friend, or at your local library. If none of these options are available, an individual can contact our customer service centre and a member of staff can check on their behalf.

## Free directory enquiries - 195 service

“Find out how you could use a free directory enquiries service if you are blind or partially sighted

The 195 service

If you are unable to read or hold a telephone directory because of your sight loss or other disability, you can make use of a free directory enquiries service. You can use this service whether or not BT is your telephone company.

Once you have successfully signed up to the service, all you do is dial 195 and you can speak to an operator who will find the number you require. If you ask to be connected to the number you require, you will then be charged for the call you make according to the call package that you have with your provider.

How to sign up to the service

You need to fill out a simple application form. Call for free on 0800 587 0195 to ask for your form. As well as filling out details about yourself, you will also need someone like a doctor, nurse or other medical practitioner who knows you to countersign the form before you send it off.”

<https://www.rnib.org.uk/information-everyday-living-benefits-and-concessions-concessions/free-directory-enquiries-195>

# **Norfolk County Council- Household Hazardous Waste Days**

We hold special events at some of our recycling centres so that people can dispose of household hazardous waste free of charge.

The next household hazardous waste days will take place across several weekends in September and October 2019.

- 6, 7, 8 September 9am-5pm - Hempton
- 14 and 15 September 9am-5pm - Thetford
- 20, 21 and 22 September 9am-5pm - Mayton Wood
- 28 and 29 September 9am-5pm - Dereham
- 5 and 6 October 9am-4pm - Caister
- 11, 12 and 13 October 9am-4pm - Ketteringham
- 19 and 20 October 9am-4pm - King's Lynn
- More information about getting rid of hazardous waste

## **Items we accept during household hazardous waste days**

- Aerosols – full or part-full
- Car chemicals such as anti-freeze
- Fire extinguishers
- Garden pesticides and fertilizers – both liquid and powder form
- Household chemicals and cleansers – both liquid and powder form. eg carpet cleaner, furniture polish, old bottles of bleach etc
- Paint – including water-based and solvent-based paint
- Photographic chemicals
- Wood preservatives, treatments and varnishes

## **Items we don't accept during household hazardous waste days**

- Ammunition, explosives or marine flares
- Asbestos
- Commercial (or business, or trade) hazardous waste
- Fireworks
- Gas canisters (full or part-full)
- Petrol, diesel or any other fuel

# Carers UK – digital resources



Brought to you by

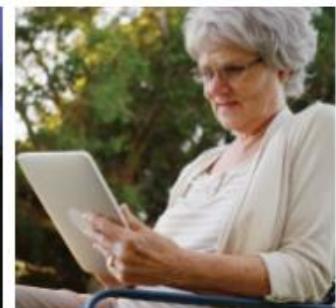
In collaboration with

**carersUK**  
making life better for carers

**Norfolk**  
County Council

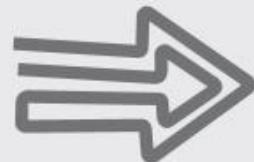
**Looking after someone?**

**FREE**  
digital resources  
for carers



Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support caring can have an impact on your health, your job, your finances and your social life.

Register for our FREE digital resources and get the help you need today.



Turn over to  
find out more.

We've teamed up with Carers UK to give carers in our area access to a wide range of digital tools and essential resources that may help make their caring situation easier.

Visit:

[carersdigital.org](http://carersdigital.org)



## Your Free Access Code is: DGTL7862

Use this code to get free access to all the digital products and online resources, including:



### About Me eLearning Course

This online course aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.



### Jointly Care co-ordination app

A central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.



### Free publications Carers UK guides

Essential reading for carers including:  
Upfront guide to caring, Looking after someone – Carers Rights Guide and Being heard: A self-advocacy guide for carers



### More resources & info Links to local resources

Access links to further resources and sources of information and support for people who are looking after a loved one.

Scan to register without using a code:



# Young Parents Project

“ The group is one of the highlights of my week - something I can do and enjoy. ”

**DROP-IN EVERY WEDNESDAY**

**FOR 1-TO-1 ADVICE AND GROUP ACTIVITIES**

In an area separate from the rest of MAP, this is a safe space to come if you'd like to bring your children. You can pop in for a little while or stay all afternoon! We have a private area for breast feeding.

**2-3pm**

**'Stay and Play' or 'Make and Take'**

An informal interactive activity for you and your child; or for those who attend without, make and take something away for them.

**4-5.30pm**

**Parenting programmes**

**All afternoon (1.30-5.30pm)**

**One-to-one advice for individuals or couples**

Whether it's a practical problem like benefits or housing, an emotional issue, a legal matter; or to do with your child's development or your own wellbeing, we're here to help you cope and get on with life.

**FOR MUMS AND DADS UNDER 26  
FREE & CONFIDENTIAL**

# YOUNG PARENTS PROJECT



**ADVICE  
ADVOCACY  
SUPPORT  
ACTIVITIES**

**Parents-to-be | Mums | Dads | Couples  
Single or separated parents | Step parents  
Parents living with or apart from their children  
For any young parent**

**MAP young people**  
mapyoungpeople  
map.uk.net

**THE RISEBROW CENTRE  
CHANTRY ROAD  
NORWICH NR2 1RF**  
e. info@map.uk.net  
t. 01603 766994

**FOR YOUNG PEOPLE  
FINDING THEIR WAY**



**ADVICE.  
INFORMATION.  
SUPPORT.**

## **ABOUT OUR 1-2-1 SERVICE**

### **WE GIVE SPECIALIST ADVICE ABOUT THINGS LIKE**

- Preparing for birth and becoming parents
- Parenting skills & child care
- Child welfare & development
- Benefits & money
- Housing, Budgeting & household management
- Relationships & contraception

### **IF YOU HAVE SEPARATED**

- Legal rights & responsibilities
- Mediation & parenting plans
- Contact & maintenance payment arrangements

### **IF YOUR CHILDREN ARE INVOLVED WITH A SOCIAL WORKER**

- Advocacy and support in meetings like Child Protection Conferences and core group meetings
- Support and advice on working with other professionals

You can get advice by making an appointment, or just drop in on Wednesdays.

## **HOW TO GET IN TOUCH**

### **CALL OR TEXT**

Young Mums worker - 0755 115 0767  
Young Fathers worker - 0773 656 1973

### **EMAIL**

[info@map.uk.net](mailto:info@map.uk.net)

### **CALL US**

01603 766994

### **FOLLOW US ON FACEBOOK**

 [mapyoungparents](https://www.facebook.com/mapyoungparents)

“ Just wanted to thank you for all your help! I've just received... my maternity grant which is going to be a great help! Thanks again! ”

WE'RE NOT HERE TO JUDGE YOU OR TELL YOU WHAT TO DO

“ I'm chuffed I'm involved in something to do with being a dad - helps me prove I'm serious. ”

## **PARENTING PROGRAMMES FOR YOUNG MUMS AND DADS**

### **Pathway to Parenting**

An antenatal programme just for expectant young mums and dads to help you prepare for birth and beyond.

### **Preparing for Fatherhood**

All you need to know about becoming a great dad!

### **Circle of Security**

A recognised parenting programme that helps new mums and dads understand your infants needs and behaviour so you can respond effectively. A crèche will be available for this course.

### **Child's Play**

These are more informal sessions that will enable you to explore different ways to play with children as they grow, using arts and crafts.

**TO FIND OUT ABOUT OUR NEXT COURSE  
VISIT OUR FACEBOOK PAGE**

 [mapyoungparents](https://www.facebook.com/mapyoungparents)

# Carers Matter Norfolk – Young Carers

## Voice of Young Carers & Families

Carers Matter Norfolk works closely with Norfolk Young Carers Forum & Carers Voice to ensure that Young Carers & Families have a voice in shaping our services and on issues affecting them. Speak to one of our team to find out more.

## About the Young Carers & Family Support service

The Young Carers & Families Support Service is funded by Norfolk County Council Children's Services and is delivered by Carers Matter Norfolk in partnership with local youth and young carers organisations



## Get in touch

### Carers Matter Advice Line Freephone 0800 083 1148

Call our Advice Line for free, confidential and independent, advice and guidance about issues affecting young carers, their families and professionals who work with them.

Our Advisors are trained to provide listening and emotional support and many have personal experience of caring. They can connect you to local support from CarersMatterNorfolk partners or from other organisations.

It is free to call our Advice Line from both landline and mobile telephones or you can chat online to an advisor via our website.

**The Advice Line is open**  
**Monday to Friday 8am-8pm**  
**Saturday 4pm-8pm**  
**Sunday 8am-12 noon**  
**[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)**

Register for support via our website and we will get in touch. You can choose how and when you would like us to contact you; by phone to your landline or mobile, through LiveChat, by email or maybe you simply want us to pop some information in the post.

[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)

**Text Only – 07537417850**

**[@CarersMatterNfk](https://twitter.com/CarersMatterNfk)**

**[CarersMatterNorfolk](https://www.facebook.com/CarersMatterNorfolk)**

**[@CarersMatterNorfolk](https://www.instagram.com/CarersMatterNorfolk)**

**Free independent  
and confidential  
support for Young  
Carers & their Families**



**Call our free Advice Line  
on 0800 083 1148**

[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)



## Young Carers & Family Support

Is there a child or young person looking after someone in your family who, because of illness, disability, mental ill health or an addiction, cannot manage without their support?

If so, Carers Matter Norfolk is here to help, offering tailored support for the whole family; addressing the practical and emotional needs of the young carer, the person they are caring for and other family members.

### 1:1 Support

Our friendly and knowledgeable team can visit your family in your home or a place of your choice to discuss your situation and offer personalised support with:

- Understanding and navigating your way through local services
- Understanding your family's rights
- Accessing entitlements, assessments or grants
- Arranging benefits, housing & adaptations
- Support for the young carer and their siblings around school or college
- Information about local activities & groups for the young carer and the person (or people) that they care for



## Mentoring for Young Carers

Our experienced Young Carers Support Workers and Youth Workers can work with young carers at home, school or in a group setting, as part of a 3-6 month targeted support programme, to:

- Help build confidence & self-esteem
- Offer guidance, identifying and resolving issues
- Provide emotional and motivational support
- Connect with other young carers for peer support & positive activities

Within our 3-6 month targeted support programme, young carers can access opportunities to get together with their peers through local monthly group sessions. There will be separate group sessions for primary (ages 5-11) and secondary (ages 11-18) age groups and will offer age appropriate focus on:

- Life Skills e.g. eating well, nutrition & cooking & managing money
- Social Development e.g. developing friendships, setting goals and planning for the future
- Fun & Play e.g. music, arts, crafts and games
- Wellbeing e.g. promoting self-care & building self-esteem and confidence

Our team can offer support with transition planning for older young carers (14+) and young adult carers and their families exploring education & training

opportunities and connecting them to specialist information, advice and guidance as required. We will help young carers & their families to access local youth activities and young carers support groups for ongoing support if required.

## Education and Training

We have brought together a wealth of learning & training resources & information in our easy-to-navigate eLearning Portal. From short YouTube clips and podcasts through to more advanced on-line courses, there is something for every family member to help care with confidence and look after their own wellbeing. Topics include:

- Caring Basics
- Mental & Emotional Wellbeing
- Nutrition & Diet
- Carers' Rights
- First Aid & Condition Specific Information (e.g. Autism)

**Visit our e-learning portal at  
[www.carersmatternorfolklearning.org.uk](http://www.carersmatternorfolklearning.org.uk)**

Family members of young carers can access our learning and training events for Adult Carers held across the county. For more information visit our website or email [educationandtraining@carersmatternorfolk.org](mailto:educationandtraining@carersmatternorfolk.org)

**All Young Carers (under 18) and Young Adult Carers (16+) have the right to an assessment of their help and support needs from Norfolk County Council. Young Carers approaching adulthood are entitled to a transition assessment. For further information, please contact the Carers Matter Norfolk Advice Line on 0800 083 1148 or visit our website [carersmatternorfolk.org.uk](http://carersmatternorfolk.org.uk)**



# St Martins – Under 1's Wing

## What people say about the service

- I came here instead of going to A&E
- I was very happy with the professionalism of the staff
- It was lovely to be somewhere calm and safe
- They didn't rush me. After a while I was able to talk and I felt that they listened to me



Established in 1972, St Martins addresses the needs of homeless and vulnerable people in Norwich and Norfolk.

We offer emergency direct access accommodation, residential care, support and development to enable everyone to achieve their full potential and a greater level of independence.

Under 1's Wing is a service run by St Martins

Telephone: 01603 667706

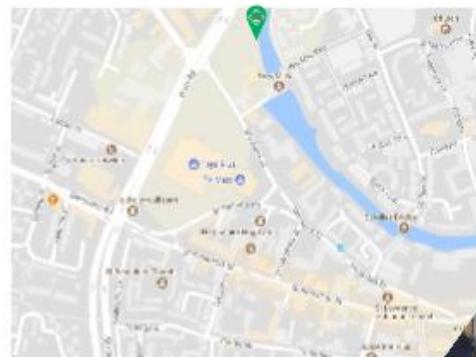
Referral line: 07471 031 372

A: Under 1 Roof, 102 Westwick Street, Norwich NR2 4SZ

E: [referralsU1W@stmartinshousing.org.uk](mailto:referralsU1W@stmartinshousing.org.uk)

W: [www.stmartinshousing.org.uk](http://www.stmartinshousing.org.uk)

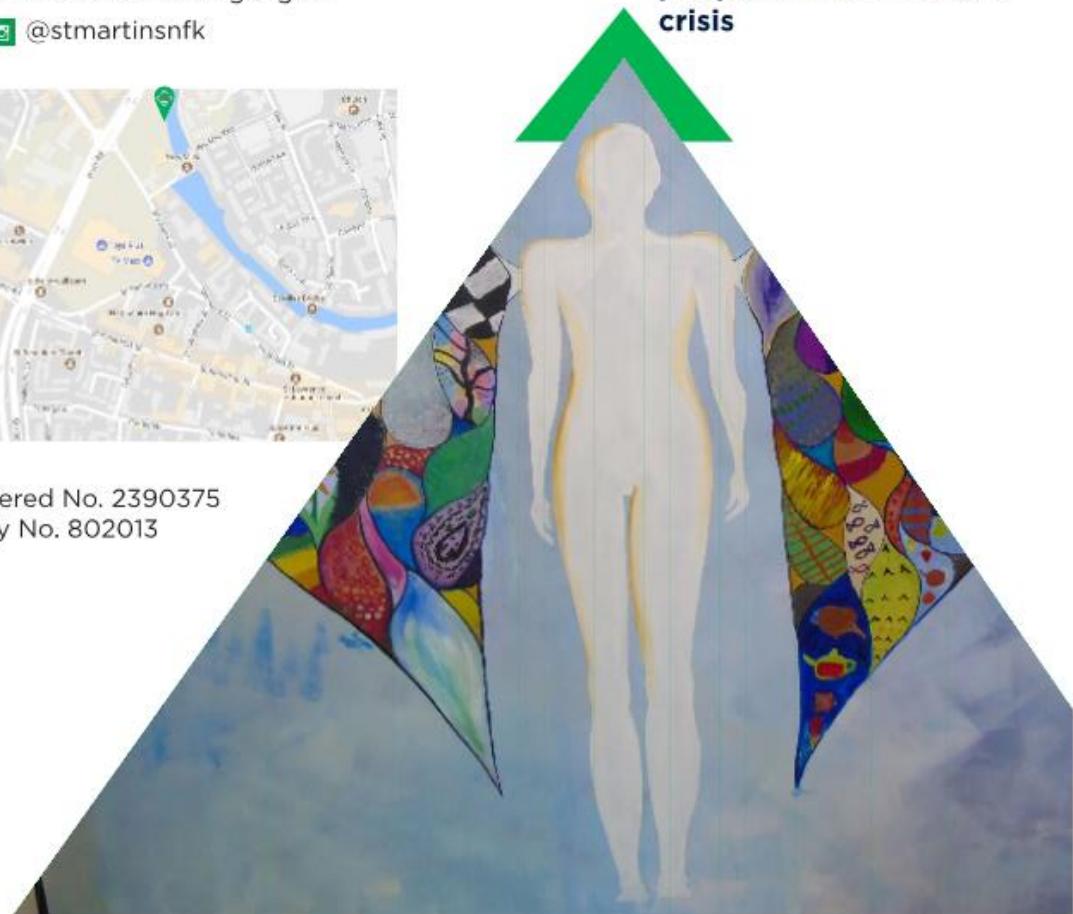
@stmartinsnfk



Registered No. 2390375  
Charity No. 802013



Evening support for people in mental health crisis



## Service function

Provides practical and emotional support for those suffering from difficulties relating to their mental wellbeing.

Can be used as an alternative to acute mental health services, to avoid admission and reduce mental health related attendances to hospitals and acute settings

Provides an accessible service for people experiencing a mental health crisis.

Provides one-to-one, face-to-face contact, which includes signposting to statutory and nonstatutory services.

Links the intervention to the referring organisation, ensuring the individual's care providers are informed in a timely manner.

## How does it work?

Once the referral has been received, risk assessed and accepted into the service, the referrer will be contacted in a timely fashion, within a maximum of 4 hours, and a time slot will be allocated.

It is the responsibility of the referring agency to notify the individual of the appointment offered.

- The service operates from Wednesday - Sunday from 6 - 11pm
- No referrals for the same evening will be accepted after 7:30pm.
- The latest time any individual will arrive into the service is 8:30pm
- No access will be permitted to anyone who does not have an appointment.

## Access criteria

### We offer support for those who:

Are over 18 years old.

Are willing to engage in the night time support service and have provided verbal consent to share information (this will be followed up by a written consent when the person attends).

Have a high level of distress that requires support to stop escalation of need and further deterioration of the person's wellbeing.

Are in a position where they feel unable to cope and need immediate support.

Have no access to immediate network or family or friend.

May be experiencing thoughts of self harming and do not feel safe.

May be experiencing suicidal thoughts and have some level of planning, but with no evidence of imminent intent to act on these thoughts.

May be hearing voices but have adequate insight to engage with the team.

May have had alcohol, illicit drugs or used prescribed medication but are not so intoxicated that their behaviour is greatly affected and they cannot be provided with the service.

Have agreed to attend the premises without illicit substance/alcohol/weapons on their persons to allow all parties to remain safe.

## Exclusion criteria

### We cannot offer support to those who:

Have expressed a view that they will not engage in the night time support service.

Are under the age of 18 (or are accompanied by an under 18).

Are intoxicated to the point of their behaviour being affected, meaning that they cannot be seen and are requiring detox or are at risk of withdrawal systems.

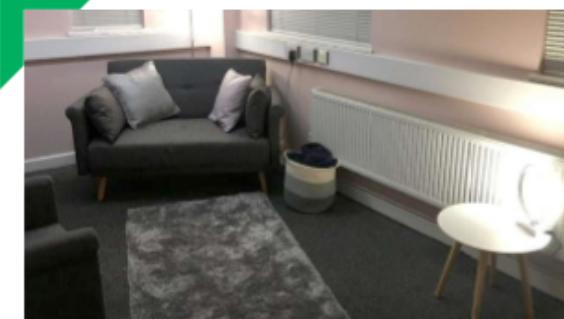
Have already overdosed or self harmed and require medical attention.

Are behaving in an uncontrollable, violent or aggressive manner.

Have a history of violence that would potentially present risk to staff and/or have weapons about their person.

Are currently presenting as psychotic to the point of their behaviour being affected, meaning they cannot be seen.

Have immediate plans to end their life.

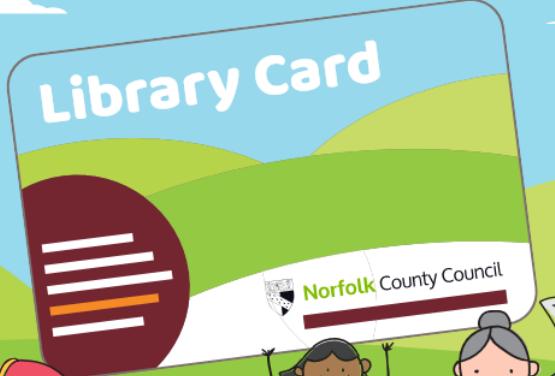


*The Snug is our session room that has been co-designed to provide a psychologically informed environment for the people we support.*

# Open Library

# Open Library

Your key to the library



**borrow**  
**discover**  
**connect**

Norfolk County Council

## About Open Library

Did you know you can borrow books, use computers, access free Wi-Fi, printers and quiet creative spaces to meet or study, even at times when the library is unstaffed?

We're making it easier for you to get things done, by opening up our libraries for longer.

To find out when Open Library is offered at your library check with staff or visit:

[www.norfolk.gov.uk/OpenLibrary](http://www.norfolk.gov.uk/OpenLibrary)



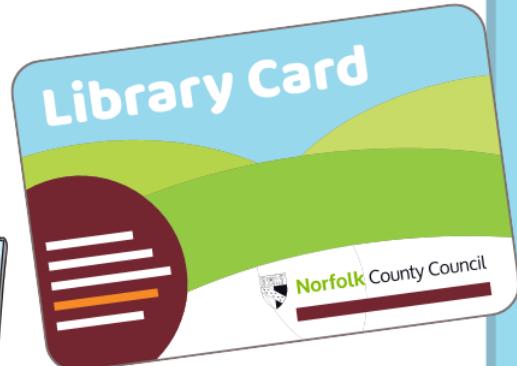
Volunteer-run activities and class visits can take place during Open Library hours, and we're keen to set more up. If you want to run an activity, speak to a member of library staff.

### How to register for Open Library

It's easy to turn your library card into a key to the door! Talk to a member of staff and they can add the extra access to your card.

You'll need to read the Terms and Conditions on the back page of this leaflet.

No member of staff available?  
**Call 01603 774777**  
For information and assistance.



## Using Open Library

Remember to bring your library card, as you won't be able to enter without it.

- Scan your library card, barcode side up, about 15cm/6in below the access panel. You should see a green light and hear a small beep.
- Type in your PIN using the number pad, then press the green enter button.
- At some libraries you may also need to press a large button before the door will open. During your visit you may hear announcements. These will tell you if the library is going to be staffed, or if the library will be closing.
- To leave the library, you will need to push the button beside the door.



## Contact us

If you would like to know more about Open Library or if you're having any problems, you can:

- call: **01603 774777**
- email: **libraries@norfolk.gov.uk**

In adverse weather the library may be closed completely.

Find us online:



**@NorfolkLibrariesUK**

**@NorfolkLibs**



Please check our social media channels, the Norfolk County Council website or contact us using the details below.

To keep libraries safe and welcoming for everyone please read the User Policy and Terms & Conditions (see back).

## User policy

The following User Policy has been created to protect the rights and safety of library customers and staff, for the preservation and protection of library materials, equipment and facilities and to ensure a welcoming environment for reading, learning and other library activities.

### Terms and conditions

- You must have a full and up-to-date library membership and be aged 16 or over to register for Open Library. We may need to see proof of your address before we register you for this service.
- To enter during Open Library hours, each adult must be registered for the service and will need to scan their card separately to access the library.
- Children under the age of 16 must be accompanied by a fully registered Open Library customer throughout their visit.
- If you have any health concerns which may impact on you using the space safely during Open Library times, please make staff aware when registering.
- When entering or leaving the library please take all reasonable steps to ensure no one else enters at the same time. If you intentionally allow anyone in to the library, you will be held responsible for their behaviour.
- The library will not be staffed during Open Library hours. There may be other people using the library space but they will be unable to assist you.
- Please use all equipment and services responsibly and respect others using the space.
- Please remember that all items that you want to take home should be borrowed through the self-service kiosks.



By entering the library during Open Library time you are agreeing that you have clearly understood the terms and conditions of using the library as an Open Library customer.

We reserve the right to withdraw access to Open Library from customers who fail to comply with these terms and conditions.

We reserve the right to update these terms and conditions as required, and will notify registered users by updating leaflets and posters in libraries, and on our website.



If you would like this information in large print or in an alternative version, please contact us on 0344 800 8020 and we will do our best to provide it.

# Norfolk Library - free projects

## Free computer help in libraries

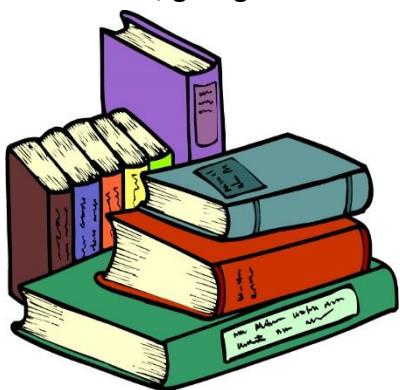
Anyone in Norfolk who needs help to use computers can learn how in their local library for free. Norfolk libraries are working with the Good Things Foundation to help Norfolk people get the most out of life online. We welcome absolute beginners and people who want to take the next step online. Our friendly staff and volunteers will help you to learn at your own pace – and to focus on the things which interest you most. So whether you want to use the internet to keep in touch with friends and family, or to start banking or shopping online, we've got courses to help you.



Contact your [local library](#) for more information or email [libraries.ICONNECT@norfolk.gov.uk](mailto:libraries.ICONNECT@norfolk.gov.uk)

## Free reading help for adults

Norfolk Reading Pathway is a free project which matches volunteer coaches with adults who want to improve their reading skills. Coaches and learners meet for an hour a week in their nearest library and work through the Yes We Can Read handbook. This project makes a real difference, giving learners more confidence, teaching them new skills, combatting social isolation and making a big impact on their futures.



Contact your [local library](#) for more information or email [nrp@norfolk.gov.uk](mailto:nrp@norfolk.gov.uk)

# Home Sight Test

## Home Visiting Optician

# FREE home sight test

This service is fully funded by the **NHS**

If you are unable to attend your High Street Optician for any medical reasons, we are able to provide you with a fully funded FREE\* **NHS** eye examination, glasses and full aftercare in the comfort of your own home.

All staff  
are trained  
in dementia  
awareness



**NHS**

Norfolk's Local  
Home Visiting  
Optician

# (01603) 720934

email: [info@spectaclesathome.co.uk](mailto:info@spectaclesathome.co.uk)

[www.spectaclesathome.co.uk](http://www.spectaclesathome.co.uk)

Spectacles at Home Ltd are contracted to Norfolk CCG.

\*Subject to eligibility.



The Surgery, 2 Newman Road, Rackheath, Norwich, Norfolk, NR13 6PN

Tel: 01603 720934

Fax: 01603 720994

[www.spectaclesathome.co.uk](http://www.spectaclesathome.co.uk) [info@spectaclesathome.co.uk](mailto:info@spectaclesathome.co.uk)



### **INFORMATION FOR PROFESSIONALS REGARDING FREE HOME NHS EYE EXAMINATIONS**

Spectacles at Home are contracted by the **Care Quality Commission** to perform NHS eye examinations and supply glasses to Domestic Homes, Care Homes, Residential Homes, Sheltered Housing, Day Care Centres and those with Specials Needs; anybody who is unable to attend a High Street Optician.

Our Opticians are fully qualified and registered with the General Ophthalmic Council (GOC) and have received further training in the sensitive area of Domiciliary and the needs of the elderly. All our staff have advanced training in Dementia Awareness.

Regular eye examinations are extremely important not just to check the vision, but to check the full health of the eyes as certain vision threatening conditions like Glaucoma or Diabetes can easily be detected during a routine eye examination, but these conditions would present no obvious symptoms to the patient.

All people aged 60 or over are entitled to a **FREE** NHS eye examination regardless of status, and Spectacles at Home can provide this mobile service to your residents in the comfort of their own home, **FREE OF CHARGE**.

For those residents in receipt of Pension Credit, ESA or a valid HC2 Certificate; will be entitled to an NHS voucher which will cover the **FULL COST** of basic glasses. We also offer an extensive range of other frames should you wish to choose something different.

All glasses will be delivered and fitted to the residents at their home approximately one week after their eye examination by our fully trained and DBS checked staff, and should any residents require adjustments or repairs to their glasses at any time, we are just a phone call away and pledge to deal with requests immediately.

**PLEASE CALL 01603 720934 TO ARRANGE A HOME VISIT**



Registered in England & Wales, Company No. 7673477



# OCD Action Help and Information Line

## What is it?

The OCD Action Helpline and Email Service is a confidential and unbiased service offering help, information and support for people with OCD, carers and anyone who is concerned that they, or their friends or relatives, may have OCD or a related disorder.

The number is 0845 390 6232 or 020 7253 2664

Calls are charged at a local rate from a standard BT land line; mobile phone charges may vary.

## When is it available?

Dependent upon volunteer availability: Monday – Friday 9.30am – 8pm. We have particularly good volunteer availability on Tuesday evenings. If we don't have a volunteer available please leave a message and we will aim to call you back within 48hrs of your call.

We aim to respond to all emails within 5 working days, subject to volunteer availability.

If you need urgent support, please contact Samaritans 24 hour support line on 116 123.

## Who answers the phone?

Most of our Helpline Volunteers are people with personal experience of OCD who now feel strong enough to provide help and support to others. All of our volunteers fully understand OCD, its impact and what you are going through. Helpline Volunteers undertake two days of formal training followed by a lengthy period of on-the-job observing and supervised call-making.

## What can I expect?

You do not have to give your real name if you do not want to. We can listen supportively to you, tell you about the clinically effective treatment choices available through the NHS and how to access those treatments. There is no time limit to the length of the call – you may take as long as you need. We can also send free information packs and leaflets to you (all of our materials are sent under plain cover) – we will need your name and address to do this.

If you're about to start treatment i.e. CBT & ERP and would like some regular support one of our volunteers can arrange to telephone you every week or fortnight from just before you start treatment, throughout your course of CBT to up to a month after you finish. This on-going telephone support is our Next Steps project and you can arrange to have calls at a time/day/frequency that suits you - just ask the Helpline Volunteer about it when you call."

<https://ocdaction.org.uk/getting-support/help-and-information-line>

# Table Tennis England



South Norfolk Council and Broadland District Council are working in partnership with Table Tennis England bringing free to use accessible outdoor table tennis tables to venues across the 2 districts.

For a limited time Table Tennis England are offering an indoor table tennis package for £100 (usually £200), which represents a real bargain. Table tennis is well recognised as an activity that appeals to all ages, is accessible and can help combat loneliness and isolation and offers a fun activity which can have a significant benefit to people living with a dementia.

If you work with any community groups, residential care homes or voluntary organisations please let them know about this great offer. This link will take you to the details:

<https://www.pingengland.co.uk/product/indoor-table-package/>

# Momentum Child Criminal Exploitation Survey



We are running a survey to find out how much voluntary sector groups know about Child Criminal Exploitation and how confident they are in reporting CCE.

The survey is countrywide and runs until the end of the year.

The link to the survey is:

<https://www.surveymonkey.com/r/RQ93VRG>

# Princes Trust – British Racing School work experience



Get Started

Prince's Trust



THE BRITISH RACING SCHOOL



## Do you want to work with Racehorses?

### Join us at The British Racing School, Newmarket in 2020!

The Prince's Trust, in partnership with The British Racing School, are offering a week experience, to work alongside thoroughbred race horses and learn all about the industry of horseracing.

The British Racing School is a centre of excellence for training in the horseracing world, they aim to provide a range of training of the highest standard to meet the needs of the racing industry, and to meet the needs of their learners

### What will you be doing?

- 1 week residential experience at The British Racing School in Newmarket
- Work with and learn about thoroughbred racehorses and assist in yard work
- Take sessions in horse behaviour, horse handling, practical horse care and riding
- Enjoy a 'behind the scenes' tour of a professional racing yard in Newmarket
- Possible progression options afterwards into the horseracing Industry
- FREE travel to Newmarket, plus accommodation and all meals provided too

To express an interest in joining our 2020 programme, email:  
[peter.hennessey@princes-trust.org.uk](mailto:peter.hennessey@princes-trust.org.uk)



Prince's Trust

YOUTH  
CAN  
DO IT

# Princes Trust – Trust Team recruitment

Princes Trust Team programme

# Personal Development

## Are you 16-25? Want to learn new skills?

Team is a 12-week personal development course for 16 to 25-year-olds, offering work experience, qualifications, practical skills, community projects and a residential week

|             |  |
|-------------|--|
| Start dates | January, May and September (Subject to change locally) |
| Locations   | Across Norfolk and Suffolk                             |

Delivered by:



- Uncover your hidden talents and mix with new people
- Gain new qualifications to help you get a job
- Improve your teamwork and communication skills and Boost your confidence
- Gain work experience, interview skills and improve your CV
- It won't cost you anything and you shouldn't lose your benefits

Supported by:



**LIMITED PLACES AVAILABLE**  
To join the course or find out more:  
Call for Free on 0800 842 842



**YOUTH  
CAN  
DO IT**

# NHS Trust Foundation – Volunteer Settle in Service

**YOUR COMMUNITY NEEDS YOU!**



**Are you looking to volunteer within your local area?**

**Do you think you could help to support someone in their home after their stay in hospital?**

The Norfolk and Norwich University Hospitals NHS Foundation Trust Volunteer Settle in Service are recruiting for community based supporters to help our patients on the day they come home from hospital.

**IF YOU WOULD LIKE TO HELP IN YOUR LOCAL COMMUNITY WE ARE HOLDING AN AWARENESS DAY**

**September 13th 2019 10am-2:30pm  
At the Wymondham Leisure Centre**

**Come along to find out a little more with no obligation – refreshments and lunch available**

**Please contact Lucy Smith on Tel: 01603 647837 or email [lucinda.smith@nnuh.nhs.uk](mailto:lucinda.smith@nnuh.nhs.uk) to book a place**



# Harleston Jobs Club

JOBS CLUB

Harleston  
information *plus*

Every Wednesday  
10am–2pm

8 Exchange Street  
Harleston

The Jobs Club provides a friendly and informal environment where you can drop in and access a range of free employment support including:

- ✓ Help with CV writing, covering letters and job applications
- ✓ Online job searching
- ✓ Tips and advice for job interviews
- ✓ Business start-up information
- ✓ Private consultations with a Careers Adviser
- ✓ Training opportunities
- ✓ IT help and support
- ✓ Volunteering opportunities

**Everyone  
Welcome**

All our services are free and confidential

Phone: 01379 851920

E-mail: [jobsclub@harleston-norfolk.org.uk](mailto:jobsclub@harleston-norfolk.org.uk)



Harleston Information Plus, 8 Exchange Street, Harleston, Norfolk, IP20 9AB  
HIP Charity Number - 1146735



European Union  
European  
Social Fund



# The Saracen's Norfolk Fund



The Saracen's Norfolk Fund has been created to support general charitable activities that benefit rural areas within the district of South Norfolk with grants up to a maximum of £5,000.

Please note the Fund aims to support projects that are led by local people and aim to enhance quality of life in small rural communities by improving access to support, services and opportunities, and the provision of good quality community facilities.

## **Who can apply:**

Charitable, community and voluntary groups based or clearly operating in South Norfolk can apply. This includes Churches/ PCCs and Parish Councils where the project is clearly community focused and inclusive.

For more information and to apply visit:

<http://www.norfolkfoundation.com/funds/saracens-norfolk-fund/>